

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 12:01:57 PM

#71068 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 15 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 8 Mins 24 Secs

krisika	Hello, I am your Acebuddy	21 Jan, 12:01:58 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	12:02:00 PM
	Whom Would You Like to Connect With?	12:02:00 PM
krisika	Technical Support (QB & App Hosting)	12:02:03 PM
Acebuddy	Welcome to Ace Support.	12:02:03 PM
	Please chose an option :	12:02:03 PM
krisika	I'd like to report an Issue	12:02:08 PM
Acebuddy	Please select an option!	12:02:08 PM
krisika	Other Issue	12:02:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:14 PM
krisika	Hi	12:03:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:03:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:03:51 PM
krisika	Hi	12:04:18 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	12:05:16 PM

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	12:05:22 PM
	Hi Krisika. How are you doing today?	12:05:48 PM
krisika	Quickbook very slow in all pc	12:05:51 PM
	U can proceed the server reboot	12:06:19 PM
Yash Ahi	I will surely help you with this issue Krisika.	12:06:34 PM
	Could you please help me with your server name or business name?	12:06:38 PM
krisika	Priorware	12:06:48 PM
	Priorware.myrealdata.net	12:07:02 PM
Yash Ahi	Thankyou for the information.	12:07:09 PM
	Kindly allow me two minutes to check the same.	12:07:15 PM
krisika	Ok	12:07:28 PM
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	12:08:02 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:08:05 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:08:08 PM
	Hello Krisika	12:08:16 PM
krisika	Quickbook very slow in all pc	12:08:30 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	12:08:31 PM
krisika	U can proceed the server reboot	12:08:41 PM
Shashwat Verma	Okay	12:08:43 PM
	as per your request , we are done with reboot.	12:09:25 PM
krisika	Ok	12:09:48 PM
Shashwat Verma	Is there anything else I may help you with ?	12:09:53 PM
krisika	No	12:10:08 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:10:15 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!	12:10:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	12:10:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 11:56:30 PM

#71107 Lindsey

Email: lindsey@demersandassociates.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 21 Secs

Lindsey	Hello, I am your Acebuddy	21 Jan, 11:56:30 PM
Acebuddy	Hello Lindsey Lutch, I'm your Ace Buddy. I'll be happy to assist you!	11:56:31 PM
	Whom Would You Like to Connect With?	11:56:31 PM
Lindsey	Technical Support (QB & App Hosting)	11:56:40 PM
Acebuddy	Welcome to Ace Support.	11:56:40 PM
	Please chose an option :	11:56:40 PM
Lindsey	I'd like to report an Issue	11:56:48 PM
Acebuddy	Please select an option!	11:56:48 PM
Lindsey	Other Issue	11:56:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:56:53 PM
Lindsey	ticket ID 625209	11:57:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:57:18 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:57:19 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:57:57 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:58:23 PM
Lindsey	Hi Lindsey, I am looking into the ticket number 625209 (Edited)	11:58:50 PM
Sharath Kumar	Could you please let me know the user account that you are signing in with	22 Jan, 12:00:27 AM
Lindsey	myrealdatalLindsey_new	12:01:25 AM
Sharath Kumar	got it. give me a couple minutes to make sure that you have the appropriate access.	12:02:04 AM
Lindsey	Ok	12:02:35 AM
Sharath Kumar	I have made some changes to your account, could you please try signing in now	12:04:46 AM
Lindsey	I am now connected, thank you	12:05:23 AM
Sharath Kumar	Glad to hear that	12:05:40 AM
	anything else that I may assist you with?	12:05:48 AM
	<i>Sharath Kumar has ended this chat session</i>	12:18:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 2:27:56 PM

#70897 Cheryl

Email: clientsupport@silversfs.com 7905922798

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 53 Secs

Cheryl	Hello, I am your Acebuddy	17 Jan, 2:27:57 PM
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!	2:27:59 PM
	Whom Would You Like to Connect With?	2:27:59 PM
Cheryl	Technical Support (QB & App Hosting)	2:28:06 PM
Acebuddy	Welcome to Ace Support.	2:28:06 PM
	Please chose an option :	2:28:06 PM
Cheryl	I'd like to report an Issue	2:28:12 PM
Acebuddy	Please select an option!	2:28:12 PM
Cheryl	Other Issue	2:28:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:28:17 PM
Cheryl	My server is running slow. can you check? Pages are taking 5-6 sec to open and system keeps freezing	2:28:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:28:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:28:57 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	2:29:30 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	2:29:33 PM
Cheryl	Hello Aarush	2:29:46 PM
Aarush Aneja	Hello	2:29:58 PM
	How may I assist you today	2:30:05 PM
Cheryl	My server is running slow. can you check? Pages are taking 5-6 sec to open and system keeps freezing	2:30:08 PM
	I amnot able to type messages even	2:30:27 PM
Aarush Aneja	We are checking the server firstly from the backend.	2:30:32 PM
Cheryl	Alright	2:30:42 PM
Aarush Aneja	Kindly provide 3-5 minutes	2:31:31 PM
Cheryl	Sure	2:31:58 PM
Aarush Aneja	Please re-login on the server and check the performance now. We cleared the cached files and checked the high cpu usaging processes	2:34:37 PM
	The server resouces utilization is under control now	2:34:53 PM
Cheryl	Alright will do	2:35:09 PM
	Thankyou	2:35:20 PM
Aarush Aneja	Is there anything else I may help you with ?	2:39:22 PM

Cheryl	its better now. What went wrong?	2:40:29 PM
Aarush Aneja	Welcome. We will keep the server under observation and will follow up tommorow for the server performance.	2:40:44 PM
	Is there anything else I may help you with ?	2:40:48 PM
Cheryl	No as such	2:41:02 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:41:06 PM
Cheryl	Thankyou for your help	2:41:09 PM
Aarush Aneja	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!	2:41:10 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/)	
	Welcome	2:41:14 PM
	<i>Aarush Aneja has ended this chat session</i>	2:41:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 2:57:55 AM

#70728 Shelley Cole

Email: info@bbofnc.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: MEBANE

State: North Carolina

Chat Transcript

Chat Duration : 45 Mins 28 Secs

Shelley Cole	Hello, I am your Acebuddy	15 Jan, 2:57:56 AM
Acebuddy	Hello Shelley Cole, I'm your Ace Buddy. I'll be happy to assist you!	2:57:57 AM
	Whom Would You Like to Connect With?	2:57:57 AM
Shelley Cole	Technical Support (QB & App Hosting)	2:58:04 AM
Acebuddy	Welcome to Ace Support.	2:58:04 AM
	Please chose an option :	2:58:04 AM
Shelley Cole	I'd like to raise a Request	2:58:12 AM
Acebuddy	Please select your request type.	2:58:12 AM
Shelley Cole	Change in Applications	2:58:30 AM
Acebuddy	Please select your desired option!	2:58:30 AM
Shelley Cole	Application Replacement	2:58:35 AM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	2:58:35 AM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	2:58:35 AM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	2:58:35 AM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	2:58:35 AM
	Do you need any further assistance on the topic?	2:58:35 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:43:24 AM
	<i>Ended due to chat idle timeout</i>	3:43:24 AM



Chat Transcript

Hello, I am your Acebuddy

29 Jan, 10:35:35 PM

Visitor Details

#71585 Lynn Durkin

Email: lynn@lynndurkincpa.com **Phone:** 17813781845

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 18 Mins 40 Secs

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy	29 Jan, 10:35:36 PM
Acebuddy	Hello Lynn Durkin Cpa, I'm your Ace Buddy. I'll be happy to assist you!	10:35:37 PM
	Whom Would You Like to Connect With?	10:35:37 PM
Lynn Durkin	Technical Support (QB & App Hosting)	10:35:40 PM
Acebuddy	Welcome to Ace Support.	10:35:40 PM
	Please chose an option :	10:35:40 PM
Lynn Durkin	I'd like to report an Issue	10:35:50 PM
Acebuddy	Please select an option!	10:35:50 PM
Lynn Durkin	Other Issue	10:36:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:36:16 PM
Lynn Durkin	Black screens again	10:36:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:36:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:36:29 PM
Lynn Durkin	Just had you fix w/in past hour	10:36:39 PM
	This is the first time I've had this on my computer	10:36:49 PM
	or should I say 2nd time, first time an hour ago	10:37:01 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:37:04 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:37:07 PM
Lynn Durkin	I'll be working on monitors (2) and then other than whats on screen can't access icons or other ... if i	10:37:36 PM

	shrink current screens all black	
	thank you	10:37:39 PM
Manish Singh	I will surely help you with this issue.	10:38:17 PM
	May I take the remote access of your local computer?	10:40:19 PM
Lynn Durkin	yes	10:40:55 PM
Manish Singh	https://assist.acecloudhosting.com/join/2122198091	10:41:44 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.	10:47:05 PM
	Are we still connected here?	10:51:54 PM
	Are we still connected here?	10:52:33 PM
	Are we still connected here?	10:54:08 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.	10:54:15 PM
	<i>Manish Singh has ended this chat session</i>	10:54:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 12:32:17 AM

#70014 Chase Perry

Email: chase@eastcoastgearsupply.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: LOUISBURG

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 55 Secs

Chase Perry	Hello, I am your Acebuddy	1 Jan, 12:32:19 AM
Acebuddy	Hello Chase Perry, I'm your Ace Buddy. I'll be happy to assist you!	12:32:21 AM
	Whom Would You Like to Connect With?	12:32:21 AM
Chase Perry	Technical Support (QB & App Hosting)	12:32:30 AM
Acebuddy	Welcome to Ace Support.	12:32:30 AM
	Please chose an option :	12:32:30 AM
Chase Perry	I'd like to raise a Request	12:35:17 AM
Acebuddy	Please select your request type.	12:35:17 AM
Chase Perry	Other Request	12:35:23 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.	12:35:23 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:35:23 AM
Chase Perry	Yes, I'm facing issues with my server	12:36:24 AM
Acebuddy	Please select an option!	12:36:24 AM
Chase Perry	Other Issue	12:36:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:36:29 AM
Chase Perry	612193 i have case number already and have been emailing. Woudl like to meet now to do an integration of Avalara	12:37:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:37:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:37:10 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:37:59 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:38:01 AM
	Hello Chase	12:38:52 AM
Chase Perry	hello	12:39:34 AM
	Case# 612193 Yah Ahi was going to help with Avalara instal at 2pm but have not heard from him	12:40:28 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:42:20 AM
Chase Perry	no issue at all	12:42:38 AM
Anurag Sharma	Kindly allow me 2-3 minutes to check the same.	12:42:46 AM
Chase Perry	Can you help to do avalara install	12:43:03 AM
Anurag Sharma	Yes, let me check your ticket once.	12:43:53 AM
	Please stay connected.	12:43:58 AM

	Please stay connected. I am working on this request.	12:49:12 AM
Chase Perry	no problem	12:49:23 AM
	<i>Anurag Sharma is transferring the chat to Manish Singh.</i>	12:54:48 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:54:50 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:55:13 AM
Chase Perry	ok	12:55:26 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:58:14 AM
	As we can check one of our Engineer is working on installation.	12:59:28 AM
Chase Perry	You are checking to find and engineer to do install?	1:00:00 AM
Manish Singh	No, ticket is already with the Engineer he is working on it. (Edited)	1:02:34 AM
Chase Perry	ok	1:03:39 AM
Manish Singh	Is there anything else I may help you with ?	1:04:27 AM
Chase Perry	how do i communicate with engineer	1:05:27 AM
Manish Singh	He is going to call you Chase	1:06:16 AM
Chase Perry	919-699-5892	1:06:33 AM
Manish Singh	In 2-3 hour, is there any preferable time.	1:06:36 AM
Chase Perry	i had this scheduled for 2pm i just kicked my entire company out of system and sent them home	1:07:18 AM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	1:08:06 AM
	If you need immediate assistance you can call us on 888-415-5240 (toll-free)	1:09:05 AM
Chase Perry	i dont even know what that means	1:09:24 AM
	im just going to wait for him to call in 2 or 3 hours and have nice day	1:09:44 AM
Manish Singh	I apologize for any delay. Thank you for your patience.	1:10:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:10:04 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!	1:10:10 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	1:10:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 11:35:09 PM

#70396 duane

Email: duane@cartercpatax.com 19703907348

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 50 Secs

duane	Hello, I am your Acebuddy	9 Jan, 11:35:10 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	11:35:11 PM
	Whom Would You Like to Connect With?	11:35:11 PM
duane	Technical Support (QB & App Hosting)	11:35:33 PM
Acebuddy	Welcome to Ace Support.	11:35:33 PM
	Please chose an option :	11:35:33 PM
duane	I'd like to report an Issue	11:35:54 PM
Acebuddy	Please select an option!	11:35:54 PM
duane	Other Issue	11:35:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:35:58 PM
duane	The 2024ATX payroll server needs to be reset	11:36:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:30 PM

Acebuddy (bot) forwarded the chat request

11:36:30 PM

duane Ticket ID: 615369 We are pleased to inform you that ATX 2024 has been successfully installed on CarterCPAATX1.myrealdata.net, as per your request.

11:36:35 PM

Anurag Sharma accepted the chat transfer request.

11:38:07 PM

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

11:38:10 PM

Hello Duane

11:38:50 PM

duane hi Anurag

11:39:32 PM

i also need to restart 2024atx tax server too

11:39:46 PM

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

11:40:05 PM

duane cartercpaatx1.myrealdata.net

11:43:32 PM

Anurag Sharma Thanks for the confirmation !

11:43:37 PM

Kindly allow me two minutes to check the same.

11:43:41 PM

duane Anurag-do you have to go into my other servers & install the 2024ATX program OR will they automatically be accessible? My other servers are cartercpaatx2.myrealdata.net & cartercpaatx3.myrealdata.net

11:45:11 PM

Anurag Sharma Duane, could you please confirm what problem you are facing exactly?

11:47:13 PM

I have restarted the server as per your request.

11:47:41 PM

Are we still connected here?

11:49:18 PM

Are we still connected here?

11:49:50 PM

Are we still connected here?

11:49:52 PM

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

11:49:56 PM

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

11:49:58 PM

Anurag Sharma has ended this chat session

11:50:00 PM



Chat Transcript

Hello, I am your Acebuddy

#70468 Michael Dolan

Email: medolan@dolanlife.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: HAWTHORNE

State: California

Country: UNITED STATES

Chat Duration : 6 Mins 15 Secs

Chat Transcript

Michael Dolan	Hello, I am your Acebuddy	11 Jan, 1:22:22 PM
Acebuddy	Hello Service1, I'm your Ace Buddy. I'll be happy to assist you!	1:22:24 PM
	Whom Would You Like to Connect With?	1:22:24 PM
Michael Dolan	Technical Support (QB & App Hosting)	1:22:31 PM
Acebuddy	Welcome to Ace Support.	1:22:31 PM
	Please chose an option :	1:22:31 PM
Michael Dolan	I'd like to report an Issue	1:22:39 PM
Acebuddy	Please select an option!	1:22:39 PM
Michael Dolan	Other Issue	1:22:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:22:43 PM
Michael Dolan	RDP Install on Mac OS15.2	1:22:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:22:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:00 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:23:10 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:23:13 PM
	Hello, How are you doing today ?	1:23:32 PM
	I will surely help you with this.	1:23:50 PM
	Kindly allow me two minutes to check the same.	1:23:55 PM
Michael Dolan	disregard - tell me when they will restart my server	1:24:59 PM
Rohan Prajapati	Kindly allow me two minutes to check the same.	1:25:24 PM
	Please note that your server will be rebooted at 2:00 AM PST	1:27:29 PM

	Is there anything else I may help you with ?	1:28:12 PM
Michael Dolan	no	1:28:22 PM
Rohan Prajapati	Thanks for the confirmation !	1:28:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:28:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:28:35 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/)	

Rohan Prajapati has ended this chat session

1:28:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 6:05:12 AM

#70830 Scott Edwards

Email: admin@edwardscpatax.com ☎ 4152952422

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 40 Secs

Scott Edwards	Hello, I am your Acebuddy	16 Jan, 6:05:13 AM
Acebuddy	Hello Scott Edwards, I'm your Ace Buddy. I'll be happy to assist you!	6:05:14 AM
	Whom Would You Like to Connect With?	6:05:14 AM
Scott Edwards	Technical Support (QB & App Hosting)	6:05:24 AM
Acebuddy	Welcome to Ace Support.	6:05:24 AM
	Please chose an option :	6:05:24 AM
Scott Edwards	I'd like to report an Issue	6:05:32 AM
Acebuddy	Please select an option!	6:05:32 AM
Scott Edwards	Other Issue	6:05:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:05:37 AM
Scott Edwards	Need Windoes Adminstrator	6:06:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:06:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:06:08 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:07:36 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:07:38 AM
Scott Edwards	Hello	6:07:59 AM
Anurag Sharma	Hello Scott	6:08:34 AM
Scott Edwards	is there a direct number that i can call as I am need of a windows administrator	6:09:01 AM
	for our ACE account	6:09:39 AM
Anurag Sharma	Yes you can directly reach out to us at Phone: 1-888-415-5240	6:09:47 AM
	If you wish we can also assist you over chat.	6:11:08 AM
Scott Edwards	im calling right now	6:11:54 AM
Anurag Sharma	Okay	6:11:58 AM
	Is there anything else I may help you with ?	6:12:18 AM
Scott Edwards	no thank you	6:12:36 AM
Anurag Sharma	Thanks for the confirmation !	6:12:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:12:49 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!	6:12:51 AM

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

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

Anurag Sharma has ended this chat session

6:12:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 11:45:40 PM

#70585 Daniel Barron

Email: dbarron@dmjtransportation.net 7246893271

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: MOUNT PLEASANT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 21 Secs

Daniel Barron	Hello, I am your Acebuddy	13 Jan, 11:45:41 PM
Acebuddy	Hello Dbarron, I'm your Ace Buddy. I'll be happy to assist you!	11:45:42 PM
	Whom Would You Like to Connect With?	11:45:42 PM
Daniel Barron	Technical Support (QB & App Hosting)	11:46:07 PM
Acebuddy	Welcome to Ace Support.	11:46:07 PM
	Please chose an option :	11:46:07 PM
Daniel Barron	I'd like to raise a Request	11:46:15 PM
Acebuddy	Please select your request type.	11:46:15 PM

Daniel Barron	Other Request	11:46:24 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:46:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:46:24 PM
Daniel Barron	Yes, I'm facing issues with my server	11:46:45 PM
Acebuddy	Please select an option!	11:46:45 PM
Daniel Barron	QuickBooks Issue	11:46:50 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:46:50 PM
Daniel Barron	Other QB related issue	11:46:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:46:55 PM
Daniel Barron	I need to send a back up copy to my accountant	11:47:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:47:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:47:11 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:47:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:47:34 PM
Daniel Barron	Hi there	11:47:41 PM
Manish Singh	Hii Dbarron.	11:48:59 PM
	I will surely help you with this issue.	11:49:09 PM
	You need a backup of any file?	11:49:42 PM
Daniel Barron	Yes please	11:51:52 PM
	I usually use we transfer but i don't think that i have an account	11:52:01 PM
	Just a backup of my QB company file	11:52:17 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	11:54:10 PM
	Also, the registered email for your account with us is : dbarron@dmjtransportation.net	
	And we have Backup of last 45 days.	11:54:20 PM
Daniel Barron	Just sent an email to the hosting.com address	11:55:23 PM
Manish Singh	We will share the backup file over the email.	11:56:01 PM
	Is there anything else I may help you with ?	11:56:05 PM
Daniel Barron	No thanks.	11:57:35 PM
	That will be all	11:57:39 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	

smileys at the end of this chat.

11:57:48 PM

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

11:57:57 PM

Daniel Barron Sure thing!

11:58:00 PM

Manish Singh 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!

11:58:00 PM

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

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

Manish Singh has ended this chat session

11:58:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 11:51:58 PM

#71683 Donna Meier

Email: jgunver@ei3.com ☎ 12017837272

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 24 Secs

City: CLIFFSIDE PARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 29 Secs

Donna Meier

30 Jan, 11:52:00

	Hello, I am your Acebuddy	PM
Acebuddy	Hello James, I'm your Ace Buddy. I'll be happy to assist you!	11:52:01 PM
	Whom Would You Like to Connect With?	11:52:01 PM
Donna Meier	Technical Support (QB & App Hosting)	11:52:22 PM
Acebuddy	Welcome to Ace Support.	11:52:22 PM
	Please chose an option :	11:52:22 PM
Donna Meier	I'd like to report an Issue	11:52:29 PM
Acebuddy	Please select an option!	11:52:29 PM
Donna Meier	Password Reset	11:52:34 PM
Acebuddy	Please select an option below	11:52:34 PM
Donna Meier	Already Enrolled to Selfcare Portal	11:52:41 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:52:41 PM
	Do you need any further assistance on the topic?	11:52:41 PM
Donna Meier	Yes	11:52:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:52:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:52:47 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:53:14 PM
Donna Meier	My ACE connect is asking windows credentials even I set for the configuration and not connecting	11:53:24 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:53:28 PM
Donna Meier	Hi this is James	11:53:46 PM
Sharath Kumar	Hello James, is there any error that comes up?	11:56:07 PM
Donna Meier	No just repeating to connect to the system and local Windows password is popping up with your server name. I am putting in the username you gave and the password that i created successfully through your portal	11:57:11 PM
Sharath Kumar	James, could you send a screenshot of the AceConnect	11:59:30 PM
	<i>12:00:16 AM Donna Meier is sharing a file with you image.png - (Size:348.89 KB)</i>	31 Jan, 12:00:16 AM
	<i>see attached</i>	
	and what is the username that you are signing in with>	12:00:51 AM
Donna Meier	jamesgunver	12:01:02 AM
	I tried both first generated password and the one I changed through your portal	12:02:02 AM
	<i>12:03:13 AM Donna Meier is sharing a file with you image.png - (Size:29.91 KB)</i>	12:03:13 AM

	<i>All credentials entered here</i>	
	But still asking the user and password	12:03:30 AM
Sharath Kumar	try the username as myrealdata\jamesgunver	12:04:10 AM
Donna Meier	it is still spinning and not connecting. But not asking the user and pw now?	12:07:02 AM
Sharath Kumar	understood, could you please try restarting your computer	12:07:49 AM
	<i>12:08:40 AMDonna Meier is sharing a file with you image.png - (Size:634.83 KB)</i>	12:08:40 AM
	<i>Same thing again</i>	
Donna Meier	The Ace Connect client is generating all kinds of issues	12:09:32 AM
	kinds	12:09:42 AM
Sharath Kumar	James, I understand the problem you are having is frustrating. Is it possible for you to uninstall the Ace Connect client and re-install it	12:12:45 AM
Donna Meier	ok	12:13:03 AM
	<i>12:15:57 AMDonna Meier is sharing a file with you image.png - (Size:387.67 KB)</i>	12:15:57 AM
	<i>I am on this screen</i>	
	I completed the installation steps confirmed that it is OK but now the AceConnect is not starting	12:18:45 AM
Sharath Kumar	I see, I think we will have to configure this manually	12:19:20 AM
Donna Meier	But we cannot do it for all users. i was trying the solution came from you. Let me talk to your sales department this might not work for us. Thank you.	12:20:07 AM
Sharath Kumar	I understand. let me connect you with them	12:22:04 AM
	<i>Sharath Kumar has ended this chat session</i>	12:22:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 7:25:18 AM

#70640 Eric Bush

Email: ericbushcpa@gmail.com ☎ 14783358821

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 Secs

City: MACON

State: Georgia

Country: UNITED STATES

Chat Duration : 10 Mins 25 Secs

Chat Transcript

Eric Bush	Hello, I am your Acebuddy	14 Jan, 7:25:19 AM
Acebuddy	Hello Ericbushcpa, I'm your Ace Buddy. I'll be happy to assist you!	7:25:21 AM
	Whom Would You Like to Connect With?	7:25:21 AM
Eric Bush	VDI/DaaS Support	7:25:58 AM
Acebuddy	Please wait while we connect you to an available Representative.	7:25:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:25:59 AM
	<i>Suneetha Barre accepted the chat transfer request.</i>	7:26:04 AM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	7:26:22 AM
Eric Bush	Hi, I put in a request to have software installed on my virtual desktop and wanted an update to see when it would be complete	7:27:06 AM
	Support Ticket 619224	7:27:31 AM
Suneetha Barre	Surely, We will assist you on this	7:27:35 AM
	Thank you for sharing the ticket ID	7:28:12 AM
	May I please transfer this chat to our concern team? They would provide required information	7:28:37 AM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	7:28:48 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:29:01 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:29:05 AM
	Hello Eric	7:29:16 AM
Eric Bush	hi	7:31:39 AM
Shashwat Verma	I will surely help you with this issue.	7:31:46 AM
Eric Bush	Thank you!	7:32:14 AM
Shashwat Verma	We have checked your ticket Id and assure you that Drake installation will be completed in 2-3 hrs.	7:32:50 AM
Eric Bush	Thank you, please let me know if you need anything from me, i'm happy to help!	7:34:26 AM

Shashwat Verma	Thats all	7:34:58 AM
	We'll soon install it.	7:35:10 AM
	Is there anything else I may help you with ?	7:35:19 AM
Eric Bush	That's all for now	7:35:31 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	7:35:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:35:40 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!	7:35:42 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>	7:35:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 12:43:53 AM

#70596 William Eden

Email: weden@bastionpoint.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 28 Secs

William Eden	Hello, I am your Acebuddy	14 Jan, 12:43:54 AM
Acebuddy	Hello William Eden, I'm your Ace Buddy. I'll be happy to assist you!	12:43:55 AM
	Whom Would You Like to Connect With?	12:43:55 AM
William Eden	Technical Support (QB & App Hosting)	12:44:02 AM
Acebuddy	Welcome to Ace Support.	12:44:02 AM
	Please chose an option :	12:44:02 AM
William Eden	I'd like to report an Issue	12:44:08 AM
Acebuddy	Please select an option!	12:44:08 AM
William Eden	Other Issue	12:44:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:44:11 AM
William Eden	Hello, one of the accounts tied to the MYREALDATA domain is locked out. I need it unlocked.	12:44:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:44:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:44:38 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:45:53 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:45:58 AM
William Eden	Hello Manish, one of my domain users on our Acehosted server is locked. Can you assist by unlocking it?	12:46:33 AM
Manish Singh	I will surely help you with this issue.	12:47:07 AM
William Eden	Please let me know what information you need from me.	12:47:25 AM
Manish Singh	may i know the name of the user?	12:47:55 AM
William Eden	Amanda Wheeler username AmandaWhe	12:48:16 AM
Manish Singh	Kindly ask her to login now.	12:49:01 AM
William Eden	It still says the referenced account is currently locked out and may not be logged on to.	12:49:36 AM
Manish Singh	Is the issue still not resolved?	12:50:17 AM
	Kindly try once and let me know.	12:50:25 AM
William Eden	No, the account is still locked	12:50:32 AM
	I just tried it again	12:50:45 AM
Manish Singh	May I take the remote access of your local computer?	12:51:20 AM
William Eden	Hold on	12:51:53 AM
	Looks like it just worked	12:51:56 AM

	We are having another issue though	12:52:06 AM
	When Amanda Wheeler or Mary Harris try to launch the Microsoft services app, they get a message that states, "This operation has been canceled due to restrictions in effect on this computer. "	12:52:30 AM
	Is there any way for them to access the services on the server?	12:52:39 AM
	Hello?	12:54:52 AM
Manish Singh	Are you using your own license?	12:55:05 AM
William Eden	I am not sure what you mean?	12:55:18 AM
Manish Singh	Are you using your own Microsoft license to access applications?	12:55:52 AM
William Eden	The services application?	12:56:05 AM
	They are trying to use services.msc	12:56:46 AM
	It is an application that is built into Windows. There is some kind of permissions issue when trying to access it on the Ace Hosted server.	12:57:40 AM
Manish Singh	May I take the remote access of your server?	12:58:04 AM
	Taking remote of Amanda.	12:58:36 AM
William Eden	Sure	12:58:40 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:58:40 AM
William Eden	As long as you are taking over Amanda, there is nothing else open.	12:59:02 AM
Manish Singh	She seems to be freezed.	1:00:01 AM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	1:00:11 AM
William Eden	This is the first time I have dealt with freezing. It started right after accepting the remote control request.	1:00:33 AM
Manish Singh	Kindly ask them to login once.	1:01:32 AM
William Eden	Sure	1:01:51 AM
	This is the Services App that I was referring too	1:03:01 AM
	At the top	1:03:31 AM
Manish Singh	You are unable to access Services only Admin can access that.	1:04:14 AM
William Eden	Why?	1:04:34 AM
Manish Singh	Because of security concerns William, if you want, we can provide with Admin access there is no issue in that.	1:06:06 AM
William Eden	Can you provide admin access to Mary and Amanda?	1:06:58 AM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	1:07:12 AM
	MARY@RIVERSTONE.BUILD this is the authorized email we have.	1:07:31 AM
	Kindly email from the authorized email only only.	1:07:53 AM

William Eden	Could you possibly send me this information in an email?	1:08:09 AM
Manish Singh	Sure, we will	1:08:16 AM
William Eden	To weden@bastionpoint.com?	1:08:38 AM
Manish Singh	Alright	1:08:57 AM
	We have noted your request.	1:09:08 AM
William Eden	Great, thank you.	1:09:15 AM
Manish Singh	Is there anything else I may help you with ?	1:09:44 AM
William Eden	No, that was it	1:09:50 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:09:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:10:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	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!	1:10:19 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>Manish Singh has ended this chat session</i>	1:10:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 10:01:22 PM

#71325 Jon

Email: jonathanfox33@gmail.com ☎ 3035798116

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: BOULDER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 33 Secs

Jon	Hello, I am your Acebuddy	24 Jan, 10:01:23 PM
Acebuddy	Hello Jonathanfox33, I'm your Ace Buddy. I'll be happy to assist you!	10:01:24 PM
	Whom Would You Like to Connect With?	10:01:24 PM
Jon	Technical Support (QB & App Hosting)	10:01:29 PM
Acebuddy	Welcome to Ace Support.	10:01:29 PM
	Please chose an option :	10:01:29 PM
Jon	I'd like to report an Issue	10:01:34 PM
Acebuddy	Please select an option!	10:01:34 PM
Jon	QuickBooks Issue	10:01:38 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:01:39 PM
Jon	Other QB related issue	10:01:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:47 PM
Jon	our file is missing	10:02:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:09 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:03:51 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:03:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:04:35 PM
Jon	i am calling, just saw an email you deleted our files	10:04:58 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	10:05:18 PM
	Could you please confirm which files are missing	10:05:39 PM
Jon	I am gonna need your highest management to call me	10:05:53 PM
Shubham Kataria	Okay surely we will arrange a call for you on priority	10:06:17 PM
	Kindly provide your server name and username	10:06:36 PM

Jon	JonFox.nent.rdp	10:07:00 PM
Shubham Kataria	Please allow me two minutes to check	10:07:37 PM
Jon	You moved us to another plan, but never moved our files	10:07:55 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	10:08:18 PM
	I'm checking the same	10:08:24 PM
Jon	and now say you deleted them!	10:08:31 PM
	How is that even possible?	10:09:19 PM
Shubham Kataria	No, we're not deleting any files. Don't worry, you'll get the files. I'm checking them	10:10:20 PM
Jon	You moved us from one plan to another in October but didn't move our files	10:10:48 PM
	I got a message this morning from Sharath Kumar telling me you lost the files	10:11:33 PM
	"We attempted to locate the files you mentioned in our backup data but were unable to find them. After consulting with the appropriate team, we discovered that our server backups are retained for only the last 45 days.:	10:11:34 PM
	I don't understand how this can be possible	10:11:56 PM
Shubham Kataria	let me check with sharath with this, as he was handling your ticket	10:12:07 PM
	As you're connected with our engineer on call, we are proactively looking for your files. (Edited)	10:16:19 PM
Jon	I am also on a call with your team	10:16:36 PM
Shubham Kataria	yes, you are connected with us on call as well. we are looking for the files. (Edited)	10:17:18 PM
	As you're connected with the L2 engineer on the call, we're closing this chat. The L2 engineers are investigating the issue and will definitely assist you.	10:30:48 PM
	<i>Shubham Kataria has ended this chat session</i>	10:30:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 1:49:43 AM

#70940 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Duration : 12 Mins 27 Secs

Chat Transcript

Raymond Crump	Hello, I am your Acebuddy	18 Jan, 1:49:44 AM
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!	1:49:46 AM
	Whom Would You Like to Connect With?	1:49:46 AM
Raymond Crump	Technical Support (QB & App Hosting)	1:49:48 AM
Acebuddy	Welcome to Ace Support.	1:49:48 AM
	Please chose an option :	1:49:48 AM
Raymond Crump	I'd like to report an Issue	1:49:54 AM
Acebuddy	Please select an option!	1:49:54 AM
Raymond Crump	Other Issue	1:49:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:49:58 AM
Raymond Crump	there was issues with my server RWCCP1 that left me unable to use the server. has that work been completed?	1:50:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:50:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:50:28 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:51:49 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:51:53 AM
	Hello Ray.	1:52:00 AM
Raymond Crump	Hello Tushar -- just checking status and a timetable for the server to be available	1:52:28 AM
Tushar Pharswan	Regarding that I was just checking the status of your ticket.	1:53:23 AM
Raymond Crump	thanks!	1:53:43 AM
Tushar Pharswan	They tried to create new users and still the issue persisted and currently an OS repair is scheduled.	1:54:13 AM
	Once the OS repair is complete, we will proceed with the further troubleshooting once the OS is repaired.	1:55:47 AM
	I appreciate your patience regarding this matter. This is a rare occurrence, and our senior team has taken charge of the case.	1:57:00 AM

	Also, we deeply apologize for the inconvenience caused to you.	1:57:25 AM
Raymond Crump	i believe this means server unavailable for rest of day, but expected to be ready tomorrow 8 am eastern time	1:58:23 AM
Tushar Pharswan	I just got the recent update the OS repair has been done, they are now setting up the new policies on the server. If it is up and running today, we will notify you.	2:00:37 AM
Raymond Crump	thank you.	2:01:41 AM
Tushar Pharswan	Is there anything else I may help you with ?	2:01:41 AM
Raymond Crump	enjoy your day	2:01:48 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:02:03 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!	2:02:08 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/)	

Tushar Pharswan has ended this chat session

2:02:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 1:17:56 AM

#70296 Kirap

Email: kirap@mis4wc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: LA MIRADA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 11 Secs

Kirap	Hello, I am your Acebuddy	8 Jan, 1:17:57 AM
Acebuddy	Hello Kirap, I'm your Ace Buddy. I'll be happy to assist you!	1:17:59 AM
	Whom Would You Like to Connect With?	1:17:59 AM
Kirap	Technical Support (QB & App Hosting)	1:18:02 AM
Acebuddy	Welcome to Ace Support.	1:18:02 AM
	Please chose an option :	1:18:02 AM
Kirap	I'd like to report an Issue	1:18:07 AM
Acebuddy	Please select an option!	1:18:07 AM
Kirap	QuickBooks Issue	1:18:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:18:11 AM
Kirap	Other QB related issue	1:18:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:18:19 AM
Kirap	Hi i wasn't able to log into QB and you guys fixed the issue for me but now none of the other users are able to log into the company profile they get errors asking if the company profile was renamed I am the only user that is able to log in to the company	1:19:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:59 AM
Kirap	how are the other users supposed to fix this issue?	1:20:20 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:20:39 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:20:52 AM
	Hii Kirap	1:21:02 AM
Kirap	hi other users are not able to find the company profile now that my log in issue has been resolved how do they fix this issue?	1:21:57 AM
Manish Singh	Just tell them that its outside the actual folder they were trying to access.	1:23:17 AM
	They have to manually select the file.	1:23:30 AM
Kirap	but it opens a window asking if they renamed the company profile which file do they select when opening?	1:24:20 AM
Manish Singh	May I take the remote access of your local computer?	1:25:15 AM

	That way i am able to show you.	1:25:25 AM
	This message has been deleted	1:26:26 AM
Kirap	yes	1:27:24 AM
Manish Singh	https://assist.acecloudhosting.com/join/5982423816	1:28:09 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:28:14 AM
Kirap	thats fine are you connected	1:29:02 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:30:09 AM
	Is there anything else I may help you with ?	1:45:08 AM
	Are we still connected here?	1:47:34 AM
Kirap	yes sorry thank you that is all i believe	1:48:58 AM
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:49:58 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:50:02 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:50:06 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	1:50:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 8:53:08 PM

#70431 johnismario

Email: johnismario@gmail.com ☎ 18183998208

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 18 Mins 57 Secs

Chat Transcript

johnismerio	Hello, I am your Acebuddy	10 Jan, 8:53:09 PM
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!	8:53:11 PM
	Whom Would You Like to Connect With?	8:53:11 PM
johnismerio	Technical Support (QB & App Hosting)	8:53:19 PM
Acebuddy	Welcome to Ace Support.	8:53:19 PM
	Please chose an option :	8:53:19 PM
johnismerio	I'd like to report an Issue	8:53:27 PM
Acebuddy	Please select an option!	8:53:27 PM
johnismerio	Other Issue	8:53:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:31 PM
johnismerio	Ticket 614184 , cloud 1 and cloud 2 don't have excel and word now!	8:54:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:54:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:37 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:54:53 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:54:56 PM
johnismerio	hi aarush	8:55:17 PM
	Ticket 614184 , cloud 1 and cloud 2 don't have excel and word now!	8:55:22 PM
Aarush Aneja	Hello John	8:55:30 PM
	<i>8:56:05 PM johnismerio is sharing a file with you 1_image.png - (Size:27.67 KB)</i>	8:56:05 PM
	We will surely assist you with this issue	8:56:06 PM
	Kindly provide 3-5 minutes to check the settings	8:56:34 PM
johnismerio	okay thanks	8:56:38 PM

Aarush Aneja	We apologize for the inconvenience caused. We are installing both the application again It will take 30-45 minutes of time. We will surely email you once it is completed (Edited)	9:05:47 PM 9:06:13 PM
	We are actively installing the application and will surely email once it is installed.	9:06:43 PM
johnismerio	okay we will be waiting for your email	9:07:03 PM
	thank you so much	9:07:06 PM
Aarush Aneja	Welcome	9:07:12 PM
	John, Is there anything else I may help you with ?	9:07:19 PM
johnismerio	sorry while you are in it, can you check if our adobe pdf is up to date	9:07:43 PM
	thank you that's all	9:07:53 PM
	i think it is adobe reader	9:08:07 PM
Aarush Aneja	Ye, it is up to date	9:08:48 PM
	<i>9:08:51 PMAarush Aneja is sharing a file with you image.png - (Size:6.85 KB)</i>	9:08:51 PM
johnismerio	okay i think i saw some notification that shows failed updated, but will surely screenshot that and send to you guys if saw that again	9:09:25 PM
	thanks	9:09:26 PM
Aarush Aneja	Welcome, John. I will also raise task to update the application in night hours in case any critical fixes or minor updates are left	9:10:10 PM
	John, Is there anything else I may help you with ?	9:10:37 PM
johnismerio	thats it	9:10:45 PM
	thanks Aarush	9:10:48 PM
Aarush Aneja	We will surely email you once it is completed	9:11:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:11:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:11:15 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Aarush Aneja has ended this chat session</i>	9:12:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 6:50:17 PM

#70371 Kory Brunette

Email: kory@bulldogpackaging.net 6304581152

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: 6 Secs

City: BELVIDERE

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 1 Sec

Kory Brunette	Hello, I am your Acebuddy	9 Jan, 6:50:18 PM
Acebuddy	Hello Kory Brunette, I'm your Ace Buddy. I'll be happy to assist you!	6:50:20 PM
	Whom Would You Like to Connect With?	6:50:20 PM
Kory Brunette	Technical Support (QB & App Hosting)	6:50:25 PM
Acebuddy	Welcome to Ace Support.	6:50:26 PM
	Please chose an option :	6:50:26 PM
Kory Brunette	I'd like to report an Issue	6:50:29 PM
Acebuddy	Please select an option!	6:50:29 PM
Kory Brunette	Other Issue	6:50:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:50:33 PM
Kory Brunette	sage update	6:50:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:50:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:40 PM

	<i>Shubham Kataria accepted the chat transfer request.</i>	6:50:50 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:50:57 PM
Kory Brunette	Hi there!	6:51:07 PM
	Can we update sage on our remote desktop	6:51:13 PM
	we usually do these updates often	6:51:19 PM
Shubham Kataria	Hello	6:51:27 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:51:33 PM
Kory Brunette	thanks so much	6:51:42 PM
	its bulldog packaging	6:51:46 PM
	and the admin account is brian	6:51:51 PM
Shubham Kataria	Kindly allow me two minutes to check the same.	6:51:59 PM
	Okay	6:52:21 PM
Kory Brunette	thanks so much	6:52:31 PM
Shubham Kataria	You're welcome	6:53:39 PM
	We are working on it. please stay connected	6:53:55 PM
Kory Brunette	okay	6:54:06 PM
	should i sign out of brian account	6:54:10 PM
	the admin one	6:54:12 PM
Shubham Kataria	Yes please ask to log off	6:54:38 PM
Kory Brunette	k	6:55:07 PM
Shubham Kataria	Thank you for your patience.	6:58:02 PM
Kory Brunette	thank u	6:58:10 PM
Shubham Kataria	We have successfully updated your sage application	6:58:16 PM
	Kindly check	6:58:20 PM
Kory Brunette	sure let me check one sec	6:58:28 PM
Shubham Kataria	This message has been deleted	6:58:47 PM
	Sure, please take your time	6:58:53 PM
Kory Brunette	thankyou	7:00:48 PM
	one moment	7:00:49 PM
Shubham Kataria	Okay	7:01:00 PM
Kory Brunette	thanks so much we are good to go	7:02:46 PM

	excellent help today	7:02:57 PM
	thank ypu again	7:02:57 PM
Shubham Kataria	You're welcome	7:03:06 PM
	Is there anything else I may help you with ?	7:03:12 PM
	Are we still connected here?	7:04:10 PM
Kory Brunette	nothing else	7:04:17 PM
	thanks	7:04:17 PM
	<i>Kory Brunette has ended this chat session</i>	7:04:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 7:08:44 PM

#71013 accounting

Email: accounting@ecpplastictrays.com 5857506545

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: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 50 Secs

accounting	Hello, I am your Acebuddy	20 Jan, 7:08:45 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	7:08:47 PM
	Whom Would You Like to Connect With?	7:08:47 PM
accounting	Technical Support (QB & App Hosting)	7:08:55 PM
Acebuddy		

	Welcome to Ace Support.	7:08:55 PM
	Please chose an option :	7:08:55 PM
accounting	I'd like to report an Issue	7:09:05 PM
Acebuddy	Please select an option!	7:09:05 PM
accounting	QuickBooks Issue	7:09:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:09:12 PM
accounting	QuickBooks is Frozen	7:09:16 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:09:16 PM
	Was that helpful?	7:09:16 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:54:36 PM
	<i>Ended due to chat idle timeout</i>	7:54:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 9:21:58 PM

#70378 Karen Gallo

Email: karen.gallo@missioncan.com 19785014358

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: ESSEX JUNCTION

State: Vermont

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 24 Secs

Karen Gallo	Hello, I am your Acebuddy	9 Jan, 9:21:59 PM
Acebuddy	Hello Karen Gallo, I'm your Ace Buddy. I'll be happy to assist you!	9:22:01 PM
	Whom Would You Like to Connect With?	9:22:01 PM
Karen Gallo	Technical Support (QB & App Hosting)	9:22:08 PM
Acebuddy	Welcome to Ace Support.	9:22:09 PM
	Please chose an option :	9:22:09 PM
Karen Gallo	I'd like to report an Issue	9:22:14 PM
Acebuddy	Please select an option!	9:22:14 PM
Karen Gallo	Other Issue	9:22:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:22:21 PM
Karen Gallo	All employees have been kicked off RDP	9:22:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:37 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:23:02 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:23:06 PM
	I deeply apologize for the inconvenience caused to you.	9:23:18 PM
	Kindly help me with your server name and user name?	9:23:28 PM
Karen Gallo	4FrontHoldings.myrealdata.net	9:23:51 PM
Tushar Pharswan	Kindly allow me two minutes to check the details.	9:24:17 PM
	Let me investigate as of why this happened, till then can you confirm if users are able to login as of now?	9:28:33 PM
Karen Gallo	Employees are back in.	9:29:05 PM
Tushar Pharswan	Okay.	9:30:37 PM
Karen Gallo	Will you email me with what you find out?	9:31:16 PM
Tushar Pharswan	Sure, we are actively working on it.	9:32:00 PM
	I deeply apologize for the inconvenience caused to you.	9:32:13 PM
	Is there anything else I may help you with ?	9:32:15 PM
	Are we still connected here?	9:34:23 PM
	Are we still connected here?	9:35:06 PM
	Are we still connected here?	9:36:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:37:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:37:07 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!

9:37:22 PM

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

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

Tushar Pharswan has ended this chat session

9:37:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 2:33:41 AM

#70725 Harrel

Email: hmiranda@visualedgeit.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: 5 Secs

City: DINAGA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 8 Mins 33 Secs

Harrel	Hello, I am your Acebuddy	15 Jan, 2:33:42 AM
Acebuddy	Hello Harrel, I'm your Ace Buddy. I'll be happy to assist you!	2:33:43 AM
	Whom Would You Like to Connect With?	2:33:43 AM
Harrel		

	Technical Support (QB & App Hosting)	2:33:55 AM
Acebuddy	Welcome to Ace Support.	2:33:55 AM
	Please chose an option :	2:33:55 AM
Harrel	I'd like to report an Issue	2:34:02 AM
Acebuddy	Please select an option!	2:34:02 AM
Harrel	Other Issue	2:34:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:07 AM
Harrel	Remote Desktop Error 0x3000047	2:34:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:34:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:34:28 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:34:35 AM
	<i>2:34:35 AM Harrel is sharing a file with you <u>1_image.png</u> - (Size:83.2 KB)</i>	2:34:35 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:34:45 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:34:50 AM
Harrel	ATCO-RDS is the server	2:35:33 AM
	Username should be ckealey	2:36:34 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:37:58 AM
Harrel	Sure	2:38:08 AM
Yash Kalra	Harrel, please reconfirm your server name.	2:38:55 AM
	May I take the remote access of your local computer?	2:40:04 AM
Harrel	RD Gateway Server	2:40:16 AM
Yash Kalra	May I take the remote access of your local computer?	2:40:26 AM
Harrel	not at the moment	2:40:37 AM
	the client is not yet available	2:40:46 AM
	can I get back to you after an hour?	2:40:55 AM
	I'll reach out to your line again	2:41:16 AM
Yash Kalra	Sure Harrel, we are always here to help you.	2:41:49 AM
	Is there anything else I may help you with ?	2:41:57 AM
Harrel	none as of this time	2:42:04 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	2:42:05 AM
		2:42:09 AM

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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!

2:42:12 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/>)

Yash Kalra has ended this chat session

2:42:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 3:53:37 AM

#70732 Dennis Burke

Email: dennis@fhbcpa.com ☎ 443-451-4237

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: OAK ISLAND

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 18 Secs

Dennis Burke	Hello, I am your Acebuddy	15 Jan, 3:53:38 AM
Acebuddy	Hello Dennis Bu, I'm your Ace Buddy. I'll be happy to assist you!	3:53:39 AM
	Whom Would You Like to Connect With?	3:53:39 AM

Dennis Burke	Technical Support (QB & App Hosting)	3:53:53 AM
Acebuddy	Welcome to Ace Support.	3:53:53 AM
	Please chose an option :	3:53:53 AM
Dennis Burke	I'd like to report an Issue	3:54:06 AM
Acebuddy	Please select an option!	3:54:06 AM
Dennis Burke	Other Issue	3:54:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:54:18 AM
Dennis Burke	I can not login. Says username and passwor not recognized. This is to login to fhbcpa.com. I might have tried to login under my personal email account (deburkecpa@gmail.com)	3:57:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:57:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:57:51 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:58:04 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:59:05 AM
	Hii Dennis	3:59:10 AM
Dennis Burke	I am not being charged for this?	3:59:31 AM
Manish Singh	What exactly the issue you are facing Dennis? (Edited)	4:00:00 AM
Dennis Burke	Login fails	4:00:16 AM
Manish Singh	You are not able to access server right.	4:00:32 AM
Dennis Burke	yes	4:00:40 AM
Manish Singh	Alright	4:00:45 AM
	Kindly help me with your server name and user name?	4:01:03 AM
	May I take the remote access of your local computer?	4:01:53 AM
Dennis Burke	Don't know server name I think username is dennis@fhbcpa.com	4:02:08 AM
	yes on remote access	4:02:26 AM
Manish Singh	https://assist.acecloudhosting.com/join/9532914209	4:03:08 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:03:13 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.	4:04:38 AM
	Is there anything else I may help you with ?	4:11:07 AM
Dennis Burke	no thanks goodbye?	4:11:42 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:11:42 AM

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

4:11:51 AM

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

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!

4:11:54 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/>)

Manish Singh has ended this chat session

4:11:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 12:26:35 AM

#71261 chad williams

Email: cwilliams@wfgroup.com ☎ 6155071500

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: BRENTWOOD

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 51 Secs

chad williams	Hello, I am your Acebuddy	24 Jan, 12:26:36 AM
Acebuddy	Hello Chad Williams, I'm your Ace Buddy. I'll be happy to assist you!	12:26:37 AM
	Whom Would You Like to Connect With?	12:26:37 AM

chad williams	Technical Support (QB & App Hosting)	12:26:44 AM
Acebuddy	Welcome to Ace Support.	12:26:44 AM
	Please chose an option :	12:26:44 AM
chad williams	I'd like to report an Issue	12:26:53 AM
Acebuddy	Please select an option!	12:26:53 AM
chad williams	Other Issue	12:26:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:26:57 AM
chad williams	need remote access to setup an RDP on this computer	12:27:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:27:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:27:11 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:29:07 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:29:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:29:17 AM
chad williams	chad williams waterford tax	12:29:27 AM
	chadwil	12:29:30 AM
	you there?	12:31:41 AM
Tushar Pharswan	Yes.	12:32:24 AM
	I was checking the server end.	12:32:38 AM
chad williams	sorry	12:32:54 AM
Tushar Pharswan	May I take the remote access of your local computer?	12:33:22 AM
chad williams	yes please	12:33:46 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	12:33:49 AM
chad williams	k	12:33:55 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/7512528050	12:34:13 AM
	Kindly Click on the link and open the downloaded file.	12:34:15 AM
chad williams	are you in ok?	12:36:38 AM
Tushar Pharswan	We are connected now.	12:36:41 AM
	As per our remote session I have successfully setup the server login icon for you which is now accessible.	12:41:49 AM
	Is there anything else I may help you with ?	12:41:51 AM
chad williams	i think we're good	12:42:12 AM
Tushar Pharswan	Okay.	12:42:20 AM

Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

12:42:21 AM

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

12:42:25 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!

12:42:26 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/>)

Tushar Pharswan has ended this chat session

12:42:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jan, 10:44:01 PM

#70177 sheroo warraich

Email: sheroowarraich01@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: KASSOWAL

State: Punjab

Country: PAKISTAN

Chat Transcript

Chat Duration : 33 Mins 8 Secs

sheroo warraich	Hello, I am your Acebuddy	5 Jan, 10:44:03 PM
Acebuddy	Hello Sheroo Warraich, I'm your Ace Buddy. I'll be happy to assist you!	10:44:05 PM

	Whom Would You Like to Connect With?	10:44:05 PM
sheroo warraich	Technical Support (QB & App Hosting)	10:45:11 PM
Acebuddy	Welcome to Ace Support.	10:45:11 PM
	Please chose an option :	10:45:11 PM
sheroo warraich	I'd like to raise a Request	10:45:19 PM
Acebuddy	Please select your request type.	10:45:19 PM
sheroo warraich	Other Request	10:45:30 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:45:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:45:30 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.	11:17:12 PM
	<i>Ended due to chat idle timeout</i>	11:17:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 10:54:56 PM

#70393 DAVID HOFFMAN

Email: dave@groundforcecrew.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 31 Secs

DAVID HOFFMAN	Hello, I am your Acebuddy	9 Jan, 10:54:58 PM
Acebuddy	Hello Dave, I'm your Ace Buddy. I'll be happy to assist you!	10:55:00 PM
	Whom Would You Like to Connect With?	10:55:00 PM
DAVID HOFFMAN	Technical Support (QB & App Hosting)	10:55:11 PM
Acebuddy	Welcome to Ace Support.	10:55:11 PM
	Please chose an option :	10:55:11 PM
DAVID HOFFMAN	I'd like to report an Issue	10:55:18 PM
Acebuddy	Please select an option!	10:55:18 PM
DAVID HOFFMAN	Other Issue	10:55:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:55:22 PM
DAVID HOFFMAN	I need to access services on my server in order to run the process called audit trail check associated with my B2w software. I could previously access services but no find that i am unable to do so. I do not know if one of my settings has changed	10:56:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:56:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:56:34 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:57:56 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:58:04 PM
DAVID HOFFMAN	Thanks Aunurag.	10:58:33 PM
Anurag Sharma	Hello Dave	10:58:41 PM
DAVID HOFFMAN	Hello sir!	10:58:51 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:59:27 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:34 PM
DAVID HOFFMAN	In your system my user name is dave and our server is Obrero Corporation dba Groundforce I believe	11:00:19 PM
Anurag Sharma	Thanks for the confirmation !	11:01:34 PM
	Dave, can you please elaborate your issue?	11:01:49 PM
DAVID HOFFMAN	i have a software called B2W that sometimes does not recognize my login credentials. When this happens i normally go to services and select the service called B2W audit trail. I click on that service to make it run and the issue is solved. Today when i went to services i had no access to do so	11:03:36 PM
Anurag Sharma	Okay	11:05:01 PM
	Kindly allow me 2-3 minutes to check the same.	11:05:11 PM
DAVID HOFFMAN	Thank you Anurag	11:06:32 PM
Anurag Sharma	Please stay connected. I am working on your issue.	11:09:23 PM
	Thank you for your patience.	11:14:24 PM

	May I take the remote access of your server?	11:14:30 PM
DAVID HOFFMAN	yes please go ahead	11:14:51 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:14:57 PM
DAVID HOFFMAN	i have them closed	11:15:36 PM
Anurag Sharma	Okay	11:15:42 PM
	Please accept the remote request on the server.	11:16:20 PM
DAVID HOFFMAN	done	11:16:59 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:17:20 PM
DAVID HOFFMAN	ok thank you	11:17:54 PM
Anurag Sharma	Yes.	11:18:29 PM
	This message has been deleted	11:18:41 PM
DAVID HOFFMAN	i have logged back in	11:23:04 PM
Anurag Sharma	Okay	11:23:21 PM
	The issue seems to be resolved now.	11:32:39 PM
	Is there anything else I may help you with ?	11:32:42 PM
DAVID HOFFMAN	That is all thank you Anurag	11:32:58 PM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:33:05 PM
DAVID HOFFMAN	certainly!	11:33:18 PM
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:33:25 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!	11:33:27 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	11:33:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 9:54:46 PM

#70848 llewis

Email: llewis@taylorengeers.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 7 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 31 Secs

llewis	Hello, I am your Acebuddy	16 Jan, 9:54:47 PM
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!	9:54:48 PM
	Whom Would You Like to Connect With?	9:54:48 PM
llewis	Technical Support (QB & App Hosting)	9:54:54 PM
Acebuddy	Welcome to Ace Support.	9:54:54 PM
	Please chose an option :	9:54:54 PM
llewis	I'd like to report an Issue	9:55:01 PM
Acebuddy	Please select an option!	9:55:01 PM
llewis	Other Issue	9:55:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:55:09 PM
llewis	Regarding ticket 622272	9:55:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:55:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:55:23 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:55:54 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:56:04 PM

Ilewis	hello	9:56:14 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	9:56:22 PM
Ilewis	ok	9:56:30 PM
Tushar Pharswan	As this is a recurring issue our team is already checking the cause of this issue. Kindly provide us your contact number as well so if needed we will call you.	10:00:01 PM
	As of now I will fix the issue again by rebooting the server.	10:00:16 PM
Ilewis	510-473-1171	10:00:18 PM
	thank you	10:00:23 PM
Tushar Pharswan	Have you initiated this chat session from server end or local?	10:00:45 PM
Ilewis	local	10:01:04 PM
Tushar Pharswan	The reboot is in process.	10:01:47 PM
	Till then kindly tell me if this issue is there when you log in or what you do before you notice this issue.	10:02:32 PM
Ilewis	Yes, the issue was there when I logged in this morning.	10:03:17 PM
Tushar Pharswan	Kindly check now.	10:03:34 PM
Ilewis	just a moment	10:03:44 PM
Tushar Pharswan	Sure, please take your time	10:04:18 PM
	Is it working now?	10:06:41 PM
Ilewis	no	10:06:55 PM
	ok now it's working	10:07:31 PM
Tushar Pharswan	Great.	10:07:41 PM
	Rest assured our escalation team is now looking at the case.	10:07:58 PM
	Is there anything else I may help you with ?	10:08:03 PM
Ilewis	no thank you for your help today	10:08:11 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:15 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!	10:08:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:08:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 10:25:10 PM

#71516 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: DENA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 39 Mins 8 Secs

ankit	Hello, I am your Acebuddy	28 Jan, 10:25:11 PM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	10:25:12 PM
	Whom Would You Like to Connect With?	10:25:12 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.	11:04:20 PM
	<i>Ended due to chat idle timeout</i>	11:04:20 PM



Chat Transcript

Hello, I am your Acebuddy

#70681 Christopher Gumina**Email:** info@sunshineaccounting.org  13212645959**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 8 Secs**City:** TITUSVILLE**State:** Florida**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 47 Secs

Christopher Gumina	Hello, I am your Acebuddy	14 Jan, 10:18:37 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:18:38 PM
	Whom Would You Like to Connect With?	10:18:38 PM
Christopher Gumina	Managed IT	10:18:46 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:18:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:18:46 PM
	<i>Priyanshu accepted the chat transfer request.</i>	10:18:52 PM
Christopher Gumina	I need something added to the server	10:19:09 PM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	10:19:13 PM
Christopher Gumina	I need something added to the server	10:19:26 PM
Priyanshu	Sure, could you please help me with your businessname	10:19:55 PM
Christopher Gumina	Sunshine Accounting	10:20:06 PM
Priyanshu	Also, please help me with your username so that I can assist you accordingly	10:20:16 PM
Christopher Gumina	Chris Gumina	10:20:47 PM
Priyanshu	Thank you for sharing the details.	10:21:14 PM
Christopher Gumina	SABTSINC.MYREALDATE.NET	10:21:26 PM
Priyanshu	It seems like your server is being managed by different team, please allow me to transfer your chat to the concerned team so that they can better assist you	10:21:55 PM
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	10:22:10 PM

	<i>Manish Singh accepted the chat transfer request.</i>	10:23:13 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:23:17 PM
Christopher Gumina	Hello. I need something added to the server	10:23:36 PM
Manish Singh	Do you want to add a user?	10:24:20 PM
Christopher Gumina	no I need to add an app to do 1099 from QB	10:24:36 PM 10:24:39 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request. Also, the registered email for your account with us is : -----info@sunshineaccounting.org	10:26:23 PM
Christopher Gumina	I just sent it	10:27:55 PM
	We really need this done asap	10:28:02 PM
Manish Singh	And may i know the setup file of the application?	10:28:50 PM
Christopher Gumina	ticket ID 620583 1099 tax	10:28:55 PM 10:29:06 PM
Manish Singh	But may i know the setup file location of application 1099 Tax/	10:30:00 PM
Christopher Gumina	desktop	10:30:32 PM
Manish Singh	May i know your username? In which the setup file is placed?	10:32:19 PM 10:32:33 PM
	Are we still connected here?	10:33:36 PM
Christopher Gumina	chris gumina it needs to be added to all the users	10:34:20 PM 10:35:11 PM
	We all send out 1099s	10:35:22 PM
	Are you still there?	10:35:55 PM
Manish Singh	Yes, working on it.	10:36:03 PM
	May I take the remote access of your server?	10:38:13 PM
Christopher Gumina	yes	10:38:29 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:38:36 PM
Christopher Gumina	ok	10:38:52 PM
Manish Singh	Kindly accept the prompt.	10:39:04 PM
	Is there anything else I may help you with ?	10:47:13 PM
	Are we still connected here?	10:49:01 PM
	Are we still connected here?	10:52:40 PM

Are we still connected here?

10:54:17 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.

10:54:23 PM

Manish Singh has ended this chat session

10:54:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 8:08:51 PM

#70041 Alina Davis

Email: alina@mi-hq.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: ANN ARBOR

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 26 Secs

Alina Davis	Hello, I am your Acebuddy	2 Jan, 8:08:54 PM
Acebuddy	Hello Alina Davis, I'm your Ace Buddy. I'll be happy to assist you!	8:08:56 PM
	Whom Would You Like to Connect With?	8:08:56 PM
Alina Davis	Technical Support (QB & App Hosting)	8:09:05 PM
Acebuddy	Welcome to Ace Support.	8:09:05 PM
	Please chose an option :	8:09:05 PM
Alina Davis	I'd like to report an Issue	8:09:14 PM
Acebuddy	Please select an option!	8:09:14 PM

Alina Davis	Password Reset	8:09:20 PM
Acebuddy	Please select an option below	8:09:20 PM
Alina Davis	Already Enrolled to Selfcare Portal	8:09:31 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:09:33 PM
	Do you need any further assistance on the topic?	8:09:33 PM
Alina Davis	Yes	8:11:59 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:11:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:11:59 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:12:13 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:12:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:12:33 PM
Alina Davis	Alina	8:12:53 PM
	and by mistake we deleted our passwords from password list and I don't remember it	8:13:27 PM
Tushar Pharswan	Thank you for the detail.	8:14:27 PM
	You can either request a password reset by reaching out to Lori Houghteling or Jill Katschor, as one of them should have access to reset your password via MtyPortal. Alternatively, you can email us from your registered email address, which is either jill@mi-hq.com or lori@mi-hq.com, and mention that the request is for a password reset for Alina, as the self-care option is not functioning.	8:18:04 PM
	Is there anything else I may help you with ?	8:18:46 PM
Alina Davis	Ok thank you.	8:19:02 PM
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:19:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:19:15 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!	8:19:18 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	8:19:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 1:06:57 AM

#70017 anishkaredia

Email: akaredia@anishcpa.com  8328601238

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 48 Secs

anishkaredia	Hello, I am your Acebuddy	1 Jan, 1:06:58 AM
Acebuddy	Hello Akaredia, I'm your Ace Buddy. I'll be happy to assist you!	1:06:59 AM
	Whom Would You Like to Connect With?	1:06:59 AM
anishkaredia	Technical Support (QB & App Hosting)	1:07:03 AM
Acebuddy	Welcome to Ace Support.	1:07:03 AM
	Please chose an option :	1:07:03 AM
anishkaredia	I'd like to report an Issue	1:07:09 AM
Acebuddy	Please select an option!	1:07:09 AM
anishkaredia	Other Issue	1:07:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:07:12 AM
anishkaredia	Can you please restart the server.	1:07:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:07:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:29 AM
anishkaredia	it is too slow	1:07:33 AM

Manish Singh accepted the chat transfer request.

1:08:07 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:08:12 AM
	Hii Akaredia	1:08:23 AM
anishkaredia	Hi Manish	1:08:44 AM
Manish Singh	May i know the issue you are facing?	1:09:18 AM
anishkaredia	The server has been to slow today and my employees have been complaining that they cannot work.	1:10:00 AM
Manish Singh	Is this the first time you are facing this issue?	1:10:32 AM
anishkaredia	Therefore I thought we can restart the serve and see if it fixes the issue. Also, if you can delete the temporary files so it can free up some space.	1:10:38 AM
Manish Singh	Sure	1:10:45 AM
anishkaredia	Yes, for today	1:10:48 AM
Manish Singh	We are working on it.	1:11:56 AM
	Kindly login once.	1:15:13 AM
anishkaredia	ok	1:16:01 AM
	the login screen disappears after estimated quality check	1:17:09 AM
	Estimating connection quality	1:17:32 AM
Manish Singh	We are working on it.	1:20:02 AM
	Kindly allow me 5-7 minutes to check the same.	1:20:14 AM
anishkaredia	ok	1:21:02 AM
Manish Singh	Kindly check now.	1:23:57 AM
	We have deleted the temporary file too. (Edited)	1:25:10 AM
anishkaredia	Thanks	1:25:17 AM
Manish Singh	Is there anything else I may help you with ?	1:25:28 AM
anishkaredia	not right now. Thanks	1:25:38 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:42 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!	1:25:45 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

16 Jan, 2:41:07 AM

#70817 ap

Email: ap@joannabranzellinteriordesign.com ☎ 7756222680

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 24 Secs

ap	Hello, I am your Acebuddy	16 Jan, 2:41:08 AM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	2:41:09 AM
	Whom Would You Like to Connect With?	2:41:09 AM
ap	Technical Support (QB & App Hosting)	2:41:16 AM
Acebuddy	Welcome to Ace Support.	2:41:16 AM
	Please chose an option :	2:41:16 AM
ap	I'd like to report an Issue	2:41:25 AM
Acebuddy	Please select an option!	2:41:25 AM
ap	QuickBooks Issue	2:41:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:41:30 AM
ap	Other QB related issue	2:41:36 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:36 AM
ap	QB to bank feed connectivity issue to upload transactions	2:42:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:42:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:05 AM
ap	thank you	2:43:34 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:43:55 AM
	<i>Anurag Sharma is transferring the chat to Manish Singh.</i>	2:44:03 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:44:05 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:44:17 AM
	I will surely help you with this issue.	2:44:28 AM
ap	Hi Manish!	2:44:31 AM
	TThank you.	2:44:34 AM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	2:44:36 AM
ap	Yes	2:44:49 AM
	I don't think anyone has ever tried to connect the bank directly to QB so I think there is that to contend with as well.	2:45:15 AM
Manish Singh	Alright	2:45:55 AM
	Kindly allow me two minutes to check the same.	2:46:00 AM
ap	thanks\	2:46:35 AM
	<i>2:48:27 AM Manish Singh is sharing a file with you image.png - (Size:30.92 KB)</i>	2:48:27 AM
Manish Singh	There are some pending updates on QB premier 2022	2:48:45 AM
	Need to update the application to resolve the issue.	2:48:59 AM
ap	ok, what do I need to do to do that?	2:49:04 AM
	I am new to qb desktop.	2:49:10 AM
	(well, I used it in like 2007-8)	2:49:24 AM
Manish Singh	All users need to logout from the server for 20-30 minutes.	2:49:26 AM
	Or we can schedule the update in night hours.	2:49:36 AM
ap	Ok, and then will it automatically update?	2:49:40 AM
	Yes-- night hours would be best.	2:49:47 AM
	i am manually entering transactions right now.	2:49:57 AM
Manish Singh	Alright, we have noted your request.	2:50:01 AM

ap	should I stop that?	2:50:05 AM
Manish Singh	No, you can proceed with the manual entry.	2:50:53 AM
ap	Ok.	2:51:07 AM
Manish Singh	Regarding the Bank feed issue we will update the application.	2:51:30 AM
ap	Once the updates have happened, what do I need to do? When I tried to connect the accounts before, I was prompted to enter a username and password for Intuit/QB, but I don't know what that is because it is a subscription that is facilitated through you all.	2:51:54 AM
Manish Singh	We will notify you over the email once the update is done.	2:51:55 AM
ap	So to be clear-- the connection for the bank feed will be taken care of, for both Chase and B of A, all business accounts?	2:52:24 AM
Manish Singh	Then you can try to do upload transaction and let us know if the issue is resolved.	2:52:40 AM
ap	Ok. What about username/password when I am prompted?	2:53:42 AM
Manish Singh	Persingpro.myreldata.net Is this your Server name?	2:54:04 AM
	JoannaBr@myreldata.net	2:54:17 AM
	Username	
ap	ahhh ok	2:55:32 AM
	if I don't have the pw for those, can I get the joannabr username/pw reset?	2:56:10 AM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	2:56:38 AM
	Also, the registered email for your account with us is : ----- ap@joannabranzellinteriordesign.com	
ap	yes, the AP email is correct. ok, thank you.	2:57:15 AM
	ok, sent the email.	2:58:39 AM
Manish Singh	As the parent account is Building Profits LLC	3:01:26 AM
	We need email from Tracyb@buildingprofits.net	3:01:40 AM
	Kindly email us from that email.	3:01:53 AM
ap	I do not have access to that email.	3:02:24 AM
Manish Singh	Kindly ask Tracy to email us regarding the password matter.	3:02:45 AM
	Is there anything else I may help you with ?	3:03:30 AM
ap	no, I will work on getting an email sent from Tracy right now. Thank you!	3:04:02 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:05:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:05:27 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!

3:05:30 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/>)

Manish Singh has ended this chat session

3:05:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 9:52:21 PM

#71422 bedfordfeedandseed

Email: bedfordfeedandseed@yahoo.com 18122794136

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: 31 Secs

City: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 47 Secs

bedfordfeedandseed	Hello, I am your Acebuddy	27 Jan, 9:52:22 PM
Acebuddy	Hello Bedfordfeedandseed, I'm your Ace Buddy. I'll be happy to assist you!	9:52:23 PM
	Whom Would You Like to Connect With?	9:52:23 PM
bedfordfeedandseed	Technical Support (QB & App Hosting)	9:52:26 PM
Acebuddy	Welcome to Ace Support.	9:52:26 PM

	Please chose an option :	9:52:26 PM
bedfordfeedandseed	I'd like to report an Issue	9:52:30 PM
Acebuddy	Please select an option!	9:52:30 PM
bedfordfeedandseed	QuickBooks Issue	9:52:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:52:34 PM
bedfordfeedandseed	QuickBooks Login Issue	9:52:40 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:52:40 PM
	Was that helpful?	9:52:40 PM
bedfordfeedandseed	No	9:52:45 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:52:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:45 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:53:01 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:53:07 PM
bedfordfeedandseed	i still have issues loging in my last ticket # 628905	9:53:48 PM
Shubham Kataria	I will surely help you with this issue.Kindly allow me two minutes to check.	9:54:13 PM
bedfordfeedandseed	it says " the connection is denied because the user account in not authorized	9:54:50 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	9:55:09 PM
	I would like to inform you that the repair task is currently in progress, and we are actively working on it. Could you please allow us an additional 20-25 minutes? We are reinstalling all the QB applications to ensure the issue is fully resolved. (Edited)	9:57:28 PM
	I deeply apologize for the inconvenience caused to you. We are doing our best to resolve the issue as quickly as possible and appreciate your patience.	9:58:55 PM
	We will inform you via email shortly once the reinstallation task is completed. (Edited)	10:00:27 PM
	Are we still connected here?	10:02:16 PM
	Are we still connected here?	10:04:03 PM
bedfordfeedandseed	yes	10:04:26 PM
Shubham Kataria	Thank you	10:04:43 PM
	Kindly provide us some time; we are proactively working on it and will inform you shortly once it's completed. Is that fine? (Edited)	10:05:38 PM
bedfordfeedandseed	yes	10:06:45 PM
Shubham Kataria	I appreciate your patience. We will inform you over email.	10:07:23 PM
	Is there anything else I may help you with ?	10:07:25 PM

	Are we still connected here?	10:09:20 PM
	Are we still connected here?	10:10:09 PM
bedfordfeedandseed	yes	10:10:31 PM
Shubham Kataria	Is there anything else I may help you with ?	10:11:16 PM
bedfordfeedandseed	its asking me yo activaTE QUICKBOOKS DESKTOP NOW i dont want to do that do i?	10:11:40 PM
Shubham Kataria	You may just click on activate, it will start working	10:12:34 PM
bedfordfeedandseed	ok	10:12:39 PM
	ok everything seems to be working now	10:13:20 PM
Shubham Kataria	that's great	10:13:25 PM
	Is there anything else I may help you with ?	10:13:29 PM
	Are we still connected here?	10:14:39 PM
	Are we still connected here?	10:15:16 PM
	Are we still connected here?	10:16:03 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:17:06 PM
<i>Shubham Kataria has ended this chat session</i>		10:17:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 8:37:46 PM

#71368 Ruben

Email: ruben@raskull.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: SEMINOLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 17 Secs

Ruben	Hello, I am your Acebuddy	25 Jan, 8:37:47 PM
Acebuddy	Hello Ruben Wall, I'm your Ace Buddy. I'll be happy to assist you!	8:37:48 PM
	Whom Would You Like to Connect With?	8:37:48 PM
Ruben	Technical Support (QB & App Hosting)	8:37:53 PM
Acebuddy	Welcome to Ace Support.	8:37:53 PM
	Please chose an option :	8:37:53 PM
Ruben	I'd like to raise a Request	8:38:05 PM
Acebuddy	Please select your request type.	8:38:05 PM
Ruben	Reboot your Server	8:38:12 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.	8:38:12 PM
	Do you need any further assistance on the topic?	8:38:12 PM
Ruben	Yes	8:38:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:38:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:38:25 PM
	<i>8:39:08 PM Ruben is sharing a file with you</i>	8:39:08 PM
	<u>Screenshot 2025-01-25 at 9.09.03 AM.png</u> - (Size:81.56 KB)	
	<i>Manish Singh accepted the chat transfer request.</i>	8:40:19 PM
Ruben	i think the server is frozen i didnt log off correctly but dont want to restart if its going to kick off the entire company	8:40:21 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:40:26 PM
	I will surely help you with this issue.	8:40:46 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	8:41:40 PM
Ruben	its just me and yes first time	8:41:55 PM
Manish Singh	You were in disconnected state; I have logged you out kindly check now.	8:43:13 PM
Ruben	its just loading	8:43:44 PM
Manish Singh	Alright, please try after 2 mins.	8:44:47 PM
Ruben	okay	8:46:09 PM
	<i>8:46:48 PM Ruben is sharing a file with you</i>	8:46:48 PM
	<u>Screenshot 2025-01-25 at 9.16.44 AM.png</u> - (Size:245.79 KB)	

	this also doesn't look right	8:47:10 PM
Manish Singh	May I take the remote access of your local computer?	8:48:01 PM
Ruben	yes	8:48:07 PM
	i have team viewer	8:48:22 PM
Manish Singh	https://assist.acecloudhosting.com/join/2242355229	8:49:04 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:49:22 PM
Ruben	everything that is open is saved	8:49:45 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:51:15 PM
Ruben	perfect	8:52:16 PM
Manish Singh	Is there anything else I may help you with ?	8:52:23 PM
Ruben	that should be it thank you is there a way for me to fix that if it happens again	8:52:42 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:52:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:52:59 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!	8:53:03 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	8:53:05 PM



Chat Transcript

Hello, I am your Acebuddy

#71229 Shaugn Lindley**Email:** shaugn@rrlift.com  12068178453**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:** WILMINGTON**State:** Delaware**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 32 Mins 43 Secs

Shaugn Lindley	Hello, I am your Acebuddy	23 Jan, 8:26:00 PM
Acebuddy	Hello Shaugn Lindley, I'm your Ace Buddy. I'll be happy to assist you!	8:26:01 PM
	Whom Would You Like to Connect With?	8:26:01 PM
Shaugn Lindley	Technical Support (QB & App Hosting)	8:26:11 PM
Acebuddy	Welcome to Ace Support.	8:26:11 PM
	Please chose an option :	8:26:11 PM
Shaugn Lindley	I'd like to raise a Request	8:26:15 PM
Acebuddy	Please select your request type.	8:26:16 PM
Shaugn Lindley	Printer/Scanner Addition	8:26:23 PM
Acebuddy	Please select your desired option :	8:26:23 PM
Shaugn Lindley	Scanner Addition	8:26:27 PM
Acebuddy	In order to scan from the server, TSScan software needs to be added at both end (local PC & Server). Kindly email us the request at support@acecloudhosting.com and we will assist you with the further.	8:26:31 PM
	Please select an option :	8:26:31 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.	8:58:44 PM
	<i>Ended due to chat idle timeout</i>	8:58:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 10:47:53 PM

#70337 Ali Wynn

Email: ali.wynn@montesanogroup.com **Phone:** 18056981608
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Sec
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 57 Secs

Ali Wynn	Hello, I am your Acebuddy	8 Jan, 10:47:55 PM
Acebuddy	Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you!	10:47:55 PM
	Whom Would You Like to Connect With?	10:47:55 PM
Ali Wynn	Technical Support (QB & App Hosting)	10:48:12 PM
Acebuddy	Welcome to Ace Support.	10:48:12 PM
	Please chose an option :	10:48:12 PM
Ali Wynn	I'd like to report an Issue	10:48:18 PM
Acebuddy	Please select an option!	10:48:18 PM
Ali Wynn	QuickBooks Issue	10:48:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:48:24 PM
Ali Wynn	QuickBooks Update	10:48:28 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:48:28 PM

	Do you need any further assistance on the topic?	10:48:28 PM
Ali Wynn	Restart	10:48:36 PM
Acebuddy	Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you!	10:48:36 PM
	Whom Would You Like to Connect With?	10:48:36 PM
Ali Wynn	Yes	10:48:40 PM
Acebuddy	You have chosen an Invalid Option. Please try Again!	10:48:40 PM
	Whom Would You Like to Connect With?	10:48:40 PM
Ali Wynn	Technical Support (QB & App Hosting)	10:48:46 PM
Acebuddy	Welcome to Ace Support.	10:48:46 PM
	Please chose an option :	10:48:46 PM
Ali Wynn	I'd like to report an Issue	10:48:52 PM
Acebuddy	Please select an option!	10:48:54 PM
Ali Wynn	Other Issue	10:49:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:49:01 PM
Ali Wynn	Need help with downloading quickbooks upgrade	10:49:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:49:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:22 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:50:33 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:50:46 PM
	Hii Ali	10:50:58 PM
Ali Wynn	Hi! I'm just wondering which version to choose for the upgrade?	10:53:58 PM
	<i>10:54:04 PM Ali Wynn is sharing a file with you 1_image.png - (Size:34.65 KB)</i>	10:54:04 PM
	I've already purchased it	10:54:28 PM
	but I'm not sure which version	10:54:33 PM
	<i>10:54:47 PM Ali Wynn is sharing a file with you 1_image.png - (Size:61.34 KB)</i>	10:54:47 PM
Manish Singh	May I know which QuickBooks version, license and product you have been given by Intuit support?	10:54:54 PM
	And Ali, you may not have the admin rights to install QuickBooks onto the server.	10:55:55 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:56:23 PM
	Also, the registered email for your account with us is : ian@montesanogroup.com	
Ali Wynn	Okay thank you! Does he just need to email you giving me permission?	10:57:00 PM

Manish Singh	Kindly share the QuickBooks version name along with license number and product code to proceed with the installation.	10:57:00 PM
	<i>10:57:18 PM Ali Wynn is sharing a file with you <u>1_image.png</u> - (Size:68.96 KB)</i>	10:57:18 PM
	If you need Admin access, Yes	10:57:22 PM
Ali Wynn	where would the product code be?	10:57:41 PM
Manish Singh	It written on the top right corner along with the License number.	10:58:16 PM
	Kindly email us so that we can do the installation for you.	10:58:36 PM
Ali Wynn	Okay great thank you! I will just have to reach out to Ian so he can send you the email which may take a minute or two	10:59:13 PM
Manish Singh	Sure, I think that will be great.	10:59:18 PM
	Is there anything else I may help you with ?	10:59:23 PM
Ali Wynn	After he sends the email to grant me admin access would I just need to start a new chat?	11:00:10 PM
	Also, if we have more than one user, will we all need admin access?	11:02:30 PM
Manish Singh	No, we will share the disclaimer over the email regarding Admin access and then Ian has to approve it and after that we will provide you with the admin access but in the installation case, I don't think you need Admin access as this is what we can take care for you.	11:02:30 PM
	Just email us with the QuickBooks version name along with License number and product code. But the email should be from Ian.	11:03:49 PM
Ali Wynn	Okay great, thank you Manish!	11:06:10 PM
	I'll get the email over to you ASAP	11:06:17 PM
Manish Singh	Sure, we will be happy to assist you.	11:06:33 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:06:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:06:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:06:50 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	11:06:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jan, 11:30:00 PM

#70502 Tim Nelson

Email: sales@superiorsalesdist.com ☎ 17343557260

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: ADRIAN

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 49 Secs

Tim Nelson	Hello, I am your Acebuddy	12 Jan, 11:30:01 PM
Acebuddy	Hello Tim Nelson, I'm your Ace Buddy. I'll be happy to assist you!	11:30:02 PM
	Whom Would You Like to Connect With?	11:30:02 PM
Tim Nelson	Technical Support (QB & App Hosting)	11:30:04 PM
Acebuddy	Welcome to Ace Support.	11:30:04 PM
	Please chose an option :	11:30:04 PM
Tim Nelson	I'd like to report an Issue	11:30:09 PM
Acebuddy	Please select an option!	11:30:09 PM
Tim Nelson	Other Issue	11:30:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:30:14 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 Jan, 12:12:50 AM
	Ended due to chat idle timeout	12:12:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 3:07:54 AM

#71468 Pat Rego

Email: flclassics@aol.com 18636652322

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: LAKELAND

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 16 Secs

Pat Rego	Hello, I am your Acebuddy	28 Jan, 3:07:55 AM
Acebuddy	Hello Classic Creations, I'm your Ace Buddy. I'll be happy to assist you!	3:07:56 AM
	Whom Would You Like to Connect With?	3:07:56 AM
Pat Rego	Technical Support (QB & App Hosting)	3:08:02 AM
Acebuddy	Welcome to Ace Support.	3:08:02 AM
	Please chose an option :	3:08:02 AM
Pat Rego	I'd like to report an Issue	3:08:12 AM
Acebuddy	Please select an option!	3:08:12 AM
Pat Rego	Password Reset	3:08:17 AM
Acebuddy	Please select an option below	3:08:17 AM
Pat Rego	Already Enrolled to Selfcare Portal	3:08:25 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:08:25 AM
	Do you need any further assistance on the topic?	3:08:25 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	3:49:12 AM

Kindly re-initiate the chat.

Ended due to chat idle timeout

3:49:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 1:43:57 PM

#71069 Shazma Wadhwania

Email: shazma@kabirtax.com 14082635414

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 17 Secs

Shazma Wadhwania	Hello, I am your Acebuddy	21 Jan, 1:44:00 PM
Acebuddy	Hello Shazma Wadhwania, I'm your Ace Buddy. I'll be happy to assist you!	1:44:02 PM
	Whom Would You Like to Connect With?	1:44:02 PM
Shazma Wadhwania	Technical Support (QB & App Hosting)	1:44:43 PM
Acebuddy	Welcome to Ace Support.	1:44:43 PM
	Please chose an option :	1:44:43 PM
Shazma Wadhwania	I'd like to raise a Request	1:45:15 PM
Acebuddy	Please select your request type.	1:45:15 PM
Shazma Wadhwania	Other Request	1:45:26 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.	1:45:26 PM

If you are facing any issue/problem with your server, Please select the appropriate option below :

1:45:26 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.

2:23:18 PM

Ended due to chat idle timeout

2:23:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 6:52:54 PM

#71073 srinivas

Email: srinivas@taxgeeks.com 2252847776

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 37 Secs

srinivas	Hello, I am your Acebuddy	21 Jan, 6:52:56 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	6:52:57 PM
	Whom Would You Like to Connect With?	6:52:57 PM
srinivas	Technical Support (QB & App Hosting)	6:53:05 PM
Acebuddy	Welcome to Ace Support.	6:53:05 PM
	Please chose an option :	6:53:05 PM
srinivas	I'd like to report an Issue	6:53:10 PM
Acebuddy	Please select an option!	6:53:10 PM

srinivas	Other Issue	6:53:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:53:17 PM
srinivas	taxg1 server	6:53:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:53:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:53:25 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	6:53:50 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	6:53:53 PM
srinivas	hi aarush	6:54:01 PM
	TAXG1 server name	6:54:04 PM
	sharefile application is not working on the server	6:54:11 PM
Aarush Aneja	Hello Srinivas	6:54:20 PM
	May I know only you or all users are unable to work with the application Sharefile	6:54:53 PM
srinivas	all users	6:54:58 PM
Aarush Aneja	We will surely assist you	6:55:22 PM
	May I take the remote access of your server?	6:55:25 PM
srinivas	yes	6:57:01 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	6:57:12 PM
srinivas	ok	6:57:49 PM
Aarush Aneja	We checked and found you only logged on the server	6:57:55 PM
srinivas	yes	6:58:27 PM
Aarush Aneja	May we reboot the server once to restart all services and processes.	6:58:27 PM
srinivas	go ahead	6:58:31 PM
Aarush Aneja	We checked and found the chat got disconnected in between	7:01:17 PM
	This message has been deleted	7:03:58 PM
	You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:04:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:04:17 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:04:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

Aarush Aneja has ended this chat session

7:04:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 1:11:02 AM

#71343 Kathleen Stern

Email: kstern@cfitholdingcorp.com 17083345244

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: MONTGOMERY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 45 Secs

Kathleen Stern	Hello, I am your Acebuddy.	25 Jan, 1:11:04 AM
Acebuddy	Hello Kathleen Stern, I'm your Ace Buddy. I'll be happy to assist you!	1:11:05 AM
	Who would you like to connect with?	1:11:05 AM
Kathleen Stern	Technical Support (QB & App Hosting)	1:11:11 AM
Acebuddy	Welcome to Ace Support.	1:11:11 AM
	Please choose an option:	1:11:11 AM
Kathleen Stern	I'd like to raise a Request	1:11:18 AM
Acebuddy	Please select your request type.	1:11:18 AM
Kathleen Stern	Other Requests	1:11:35 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.	1:11:35 AM
	If you are facing any issue/problem with your server, please select the appropriate option below:	1:11:35 AM
Kathleen Stern	Yes, I'm facing issues with my server	1:11:50 AM
Acebuddy	Please select an option!	1:11:50 AM
Kathleen Stern	QuickBooks Issue	1:11:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:11:57 AM
Kathleen Stern	Other QB related issues	1:12:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:03 AM
Kathleen Stern	I am trying to save an excel file to MY desktop - I am in quickbooks and print a report to excel. It saves it to the server. I try to save it to my desktop and I don't see my desktop as an option anymore.	1:13:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:13:59 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:15:24 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:15:32 AM
	I will surely be assisting you with this. Kindly help me with your server name and user name?	1:15:46 AM
Kathleen Stern	Cfit.myreldata.net kstern	1:17:33 AM
	Sorry my user name is kathleenst	1:18:12 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	1:18:36 AM
Kathleen Stern	Thanks	1:21:19 AM
Tushar Pharswan	Thank you for waiting.	1:24:30 AM
	May I take the remote access of your server?	1:24:37 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:24:41 AM
Kathleen Stern	You are not typing in English.	1:24:55 AM
Tushar Pharswan	May I take the remote access of your server?	1:25:20 AM
Kathleen Stern	sure	1:25:27 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	1:25:31 AM
	Sorry.	1:25:38 AM
	May I take the remote access of your local computer?	1:25:41 AM
Kathleen Stern	of course	1:25:53 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/4852990182	1:25:59 AM
	Kindly Click on the link and open the downloaded file.	1:26:02 AM
	We are connected now.	1:27:25 AM

	May we save your files to download folder or somewhere else?	1:32:47 AM
Kathleen Stern	If you could possibly make cfit accounting dropbox a favorite	1:33:34 AM
	can I try to save the file I have up	1:34:42 AM
Tushar Pharswan	Kindly show me the process of saving if there is a option to make it favorite we will do so.	1:34:43 AM
	I have pinned it to Quick Access as you can see.	1:34:59 AM
	Let's try to save it first to another folder.	1:36:07 AM
Kathleen Stern	Looks like there is two favorites saved, one works one doesn't I can clean that up	1:37:21 AM
Tushar Pharswan	You can unpin the one that is not working.	1:37:34 AM
Kathleen Stern	It works ! Thank you	1:37:57 AM
Tushar Pharswan	Is there anything else I may help you with ?	1:38:03 AM
Kathleen Stern	No thank you Have a great night	1:38:40 AM
Tushar Pharswan	You too.	1:38:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:38:47 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/)	
	<i>Tushar Pharswan has ended this chat session</i>	1:38:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 3:41:56 AM

#70515 Daniel Twait

Email: dtwait@acmealliance.com ☎ 18476569601

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: ARLINGTON HEIGHTS

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 56 Secs

Daniel Twait	Hello, I am your Acebuddy	13 Jan, 3:41:57 AM
Acebuddy	Hello Daniel Twait, I'm your Ace Buddy. I'll be happy to assist you!	3:41:58 AM
	Whom Would You Like to Connect With?	3:41:58 AM
Daniel Twait	Technical Support (QB & App Hosting)	3:42:06 AM
Acebuddy	Welcome to Ace Support.	3:42:06 AM
	Please chose an option :	3:42:06 AM
Daniel Twait	I'd like to report an Issue	3:42:15 AM
Acebuddy	Please select an option!	3:42:15 AM
Daniel Twait	Other Issue	3:42:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:42:21 AM
Daniel Twait	Remote Desktop indicating it cannot connect as the server's certificate has expired or has been revoked	3:42:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:42:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:42:55 AM
Daniel Twait	ok	3:43:35 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:43:56 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:44:03 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:44:15 AM
Daniel Twait	Hello	3:44:18 AM
	Let me check	3:44:56 AM
Tushar Pharswan	Sure, please take your time	3:45:13 AM
Daniel Twait	Lovejoy.myrealdata.net	3:47:32 AM
	myrealdata\DanielTwait	3:47:39 AM

Tushar Pharswan	May I take the remote access of your local computer?	3:47:43 AM
Daniel Twait	one moment while i close some other work pls, then yes	3:47:59 AM
Tushar Pharswan	This message has been deleted	3:48:00 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:48:07 AM
	Sure, please take your time	3:48:14 AM
Daniel Twait	ok. ready	3:48:26 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/4922504999	3:49:02 AM
	Kindly Click on the link and open the downloaded file.	3:49:04 AM
	We are connected now.	3:50:47 AM
	Kindly try to restart your system once it will refresh the certification.	3:55:06 AM
	If this chat session gets disconnected, kindly reinitiate the chat or email us if the issue gets resolved.	3:55:54 AM
Daniel Twait	Ok. I will try it now	3:56:12 AM
Tushar Pharswan	Okay.	3:56:40 AM
	User will reinitiate the chat session after reboot or email us if the issue gets resolved.	3:57:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:57:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	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!	3:57:51 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Tushar Pharswan has ended this chat session</i>		3:57:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70100 Fenil Shah

Email: tax@sktaxaddison.com 8473508121

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 17 Mins 51 Secs

Fenil Shah	Hello, I am your Acebuddy	3 Jan, 4:44:41 PM
Acebuddy	Hello Dhruv Jadav, I'm your Ace Buddy. I'll be happy to assist you!	4:44:43 PM
	Whom Would You Like to Connect With?	4:44:43 PM
Fenil Shah	Managed IT	4:44:45 PM
Acebuddy	Please wait while we connect you to an available Representative.	4:44:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:44:45 PM
Fenil Shah	Server errors	4:44:50 PM
	Server too many errors	4:44:57 PM
	<i>Himanshu accepted the chat transfer request.</i>	4:45:08 PM
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.	4:45:18 PM
	Are we connected?	4:46:17 PM
	How may i help you today ?	4:47:18 PM
	Allow we a moment, connecting you with the concerned team.	4:47:53 PM
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>	4:48:06 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	4:48:36 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	4:48:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:49:02 PM
	Are we still connected here?	4:55:47 PM
	Are we still connected here?	5:02:04 PM

Are we still connected here? 5:02:07 PM

As you are connected with us on another chat we are disconnecting the chat. 5:02:27 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. 5:02:30 PM

Shubham Yadav has ended this chat session 5:02:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 21 Jan, 12:03:13 AM

#71037 tomas

Email: tomas@sierramas.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: VENTURA

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 32 Mins 17 Secs

tomas	Hello, I am your Acebuddy	21 Jan, 12:03:15 AM
Acebuddy	Hello Tomas Lopez, I'm your Ace Buddy. I'll be happy to assist you!	12:03:16 AM
	Whom Would You Like to Connect With?	12:03:16 AM
tomas	Technical Support (QB & App Hosting)	12:03:35 AM
Acebuddy	Welcome to Ace Support.	12:03:35 AM
	Please chose an option :	12:03:35 AM
tomas	I'd like to raise a Request	12:03:48 AM
Acebuddy	Please select your request type.	12:03:48 AM

tomas	Other Request	12:04:08 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.	12:04:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:04:08 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.	12:35:32 AM
	<i>Ended due to chat idle timeout</i>	12:35:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 8:13:06 PM

#70027 Mary Huang

Email: mary.huang@pursimple.com 15144027707

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: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Chat Duration : 33 Mins 4 Secs

Mary Huang	Hello, I am your Acebuddy	1 Jan, 8:13:07 PM
Acebuddy	Hello Mary.huang, I'm your Ace Buddy. I'll be happy to assist you!	8:13:09 PM
	Whom Would You Like to Connect With?	8:13:09 PM
Mary Huang	Technical Support (QB & App Hosting)	8:13:14 PM
Acebuddy	Welcome to Ace Support.	8:13:14 PM
	Please chose an option :	8:13:14 PM

Mary Huang	I'd like to raise a Request	8:13:24 PM
Acebuddy	Please select your request type.	8:13:24 PM
Mary Huang	Application Update	8:13:38 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:13:38 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:13:38 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.	8:46:11 PM
	<i>Ended due to chat idle timeout</i>	8:46:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 12:57:30 AM

#71180 James Asplund

Email: jasplund@alcpnw.com 12146047272

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: DAMASCUS

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 15 Secs

James Asplund	Hello, I am your Acebuddy	23 Jan, 12:57:32 AM
Acebuddy	Hello Jasplund, I'm your Ace Buddy. I'll be happy to assist you!	12:57:33 AM

	Whom Would You Like to Connect With?	12:57:33 AM
James Asplund	Technical Support (QB & App Hosting)	12:57:47 AM
Acebuddy	Welcome to Ace Support.	12:57:47 AM
	Please chose an option :	12:57:47 AM
James Asplund	I'd like to report an Issue	12:57:56 AM
Acebuddy	Please select an option!	12:57:56 AM
James Asplund	QuickBooks Issue	12:58:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:58:04 AM
James Asplund	QuickBooks Update	12:58:14 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.	12:58:14 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.	12:58:14 AM
	Do you need any further assistance on the topic?	12:58:14 AM
James Asplund	Yes	12:58:25 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:58:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:58:26 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:59:14 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:59:17 AM
James Asplund	Hi Tushar. I suspect you are already aware of this issue, but it seems that an upgrade to version 2024 of QuickBooks is requiring previous version data files to be updated to match. However, depending on when you connect to a virtual windows session, and from which login, the server you connect to isn't necessarily running version 2024 and if it isn't it is unable to open the updated data file. Does that sound familiar?	1:01:19 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:02:16 AM
James Asplund	AbundantLifeC.myrealdata.net ALCOPS1	1:02:59 AM
Tushar Pharswan	Thank you for waitng.	1:05:29 AM
	When you upgrade the QuickBooks version you will have to open the QuickBooks company file in the new version and upgrade it once it is upgrade it can't be opened on previous QuickBooks version.	1:07:13 AM
	Are you able to open QuickBooks 24 on server?	1:07:26 AM
James Asplund	If that is what is loaded to whichever server it happens to connect me to. It looks like we don't all connect to the same machine because depending on when we log in we've see QuickBooks 20220, 2023, or 2024 loaded and we never know which version is going to be available in that session.	1:08:36 AM
	Btw, we are not able to run an upgrade ourselves because our login is not an admin login for Windows.	1:09:07 AM

Tushar Pharswan	All users profile connects to one server that is your company server which is AbundantLifeC.myrealdata.net.	1:09:20 AM
	As I can see on our end for your server there are two QuickBooks version available which is 2020and 2023.	1:10:09 AM
	But I can also see 24 installed on the server did you tried to install it by yourself on your end?	1:10:40 AM
James Asplund	I did not. So, there are 3 versions all loaded on that server? Is the issue then which shortcut someone uses to open it?	1:11:19 AM
Tushar Pharswan	it depends on the company file you are trying to open if you are trying to open a company file which is upgraded to 2023 it will not open in 2020.	1:12:39 AM
	Kindly email us at support@acecloudhosting.com with the QuickBooks license details and product code we will then reinstall it for you on server as we are the administrator after that you can access the application and other users as well will be able to access it.	1:14:20 AM
	Once we receive the email one of our engineers will work on your request after that if you face any issue kindly reach us out, we will be happy to assist you further accordingly as per the issue.	1:16:09 AM
	As this hat session is in disconnected sate.	1:17:41 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:17:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:17:44 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:17:45 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	1:17:47 AM



Chat Transcript

Hello, I am your Acebuddy

#70305 yingtaot**Email:** yingtaot@valuewds.com ☎ 2133005305**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 12 Secs**City:** DUARTE**State:** California**Country:** UNITED STATES

Chat Duration : 22 Mins 40 Secs

Chat Transcript

yingtaot	Hello, I am your Acebuddy	8 Jan, 2:51:11 AM
Acebuddy	Hello Yingtaot, I'm your Ace Buddy. I'll be happy to assist you!	2:51:12 AM
	Whom Would You Like to Connect With?	2:51:12 AM
yingtaot	Technical Support (QB & App Hosting)	2:52:27 AM
Acebuddy	Welcome to Ace Support.	2:52:27 AM
	Please chose an option :	2:52:27 AM
yingtaot	I'd like to report an Issue	2:52:41 AM
Acebuddy	Please select an option!	2:52:41 AM
yingtaot	Other Issue	2:52:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:52:47 AM
yingtaot	Not able to run the Task Schedule on server	2:53:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:53:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:53:10 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:53:28 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:53:34 AM
yingtaot	Hi Singh, I have issue with opening the Task Scheduler on the ace cloud server	2:55:00 AM
Manish Singh	To run the Task Scheduler, you need to have Admin Access.	2:55:06 AM
yingtaot	I was able to open and create tasks all the time, but this access got denied today	2:55:50 AM
Manish Singh	Alright, let check once.	2:55:57 AM
yingtaot	the account that I use is myrealdata\LetSync	2:56:54 AM
	ACE Dedicated Server : Value Wholesaler Inc : CID73192	2:57:11 AM

Manish Singh	May I take the remote access of your server?	2:58:01 AM
yingtaot	sure	2:58:06 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:58:34 AM
	Working fine.	2:59:00 AM
yingtaot	not task manager	2:59:22 AM
Manish Singh	Alright!	2:59:34 AM
	Kindly allow me two minutes to check the same.	3:01:05 AM
yingtaot	ok	3:01:12 AM
Manish Singh	As we can check you don't have administrator rights.	3:08:33 AM
	Due to which you are not able to access Task Scheduler.	3:09:02 AM
yingtaot	But I have been using task scheduler all the time	3:09:12 AM
Manish Singh	We have the audits over the months and maybe the admin rights have been revoked.	3:09:34 AM
yingtaot	But we need to run and monitor the tasks running normally	3:10:25 AM
	since we have lots of daily transactions data transferring	3:10:52 AM
Manish Singh	I will send the admin rights compliance details via email. Kindly review and approve it so that we can grant you the admin rights.	3:11:13 AM
yingtaot	that will be good, thank you	3:11:33 AM
Manish Singh	The approval should be from the Authorized user which is Christyw@valuewds.com or vendorbills@valuewds.com	3:11:58 AM
	Is there anything else I may help you with ?	3:12:04 AM
yingtaot	so the email will be sent to the two email addresses above correct??	3:12:44 AM
Manish Singh	Yes	3:12:52 AM
	Any one of them can approve it.	3:13:02 AM
yingtaot	Ok. sounds good	3:13:07 AM
Manish Singh	Is there anything else I may help you with ?	3:13:15 AM
yingtaot	that's it	3:13:20 AM
	thank you for helping	3:13:24 AM
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:13:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:13:43 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!

3:13:49 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/>)

Manish Singh has ended this chat session

3:13:52 AM



Chat Transcript

I can access to my remote desktop but Quickbooks isnt opening.

Visitor Details

14 Jan, 4:26:30 AM

#70618 Nicholas Low

Email: accounting@highroadfoods.net 16025877076

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 2 Secs

Nicholas Low I can access to my remote desktop but Quickbooks isnt opening. 14 Jan, 4:26:31 AM

Dikshant Yadav Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further. 4:26:34 AM

Nicholas Low Hi there 4:26:44 AM

Dikshant Yadav is transferring the chat to Support(QB & App Hosting). 4:26:45 AM

Tushar Pharswan accepted the chat transfer request. 4:26:58 AM

Tushar Pharswan Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. 4:27:12 AM

Nicholas Low	Thanks	4:27:31 AM
	I can access to my remote desktop but Quickbooks isnt opening.	4:28:19 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:29:01 AM
Nicholas Low	its: Accounting.q16	4:29:29 AM
Tushar Pharswan	What is the QuickBooks premier version that you are using ?	4:31:06 AM
Nicholas Low	QuickBooks Premier - Manufacturing and Wholesale Edition 2023	4:31:17 AM
Tushar Pharswan	I have ended the QuickBooks session from task manager.	4:32:23 AM
	Kindly try to open it again.	4:32:34 AM
Nicholas Low	ok	4:33:16 AM
Tushar Pharswan	Also, if you could tell me that when you just tried to open QuickBooks it didn't open right or it opened then froze?	4:33:37 AM
Nicholas Low	it didnt open	4:34:10 AM
	I double click the Quickbooks icon and nothing happens	4:34:30 AM
	i opened the session again and still nothing	4:34:48 AM
Tushar Pharswan	I will have to reboot the server it will take around 5 minutes.	4:35:00 AM
Nicholas Low	ok	4:35:12 AM
	im logging off	4:35:21 AM
Tushar Pharswan	From where did you initiate the chat session?	4:36:17 AM
Nicholas Low	website/chrome	4:36:36 AM
	my local PC	4:36:47 AM
Tushar Pharswan	okay.	4:36:53 AM
	Kindly login again and check if the issue still persists or not?	4:42:24 AM
Nicholas Low	ok	4:42:35 AM
Tushar Pharswan	Did it open?	4:43:39 AM
Nicholas Low	Yes, it did. we had this problem a couple of days ago. Is this something that is going to happen frequemt?	4:44:35 AM
	frequent*	4:44:41 AM
Tushar Pharswan	Yes, it does happen once in a while we are as it is shared server.	4:44:49 AM
	We do offer dedicated server on which this type of issue is rare.	4:45:16 AM
	Is there anything else I may help you with ?	4:45:20 AM
Nicholas Low	no	4:45:25 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:45:29 AM
Nicholas Low	thanks	4:45:30 AM

Tushar Pharswan

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!

4:45:37 AM

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

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

accounting has ended this chat session

4:45:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 6:24:48 PM

#71494 Jokeefe

Email: jokeefe@plplogistics.com ☎ 14048227874

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: GAINESVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Secs

Jokeefe	Hello, I am your Acebuddy	28 Jan, 6:24:51 PM
Acebuddy	Hello Jessica Okeefe, I'm your Ace Buddy. I'll be happy to assist you!	6:24:52 PM
	Whom Would You Like to Connect With?	6:24:52 PM
Jokeefe	Technical Support (QB & App Hosting)	6:24:56 PM

Acebuddy	Welcome to Ace Support.	6:24:56 PM
	Please chose an option :	6:24:56 PM
Jokeefe	I'd like to raise a Request	6:25:03 PM
Acebuddy	Please select your request type.	6:25:03 PM
Jokeefe	Password Reset	6:25:07 PM
Acebuddy	Please select an option below	6:25:07 PM
Jokeefe	Not Enrolled to Selfcare Portal	6:25:14 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:25:14 PM
	Do you need any further assistance on the topic?	6:25:14 PM
Jokeefe	No	6:25:23 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:25:24 PM
	<i>Acebuddy has ended this chat session</i>	6:25:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 6:49:37 PM

#70902 dilanglais

Email: dilanglais@gmail.com ☎ 9787667342

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 10 Secs

dilanglais	Hello, I am your Acebuddy	17 Jan, 6:49:40 PM
Acebuddy	Hello Diane M Langlais, I'm your Ace Buddy. I'll be happy to assist you!	6:49:41 PM
	Whom Would You Like to Connect With?	6:49:41 PM
dilanglais	Technical Support (QB & App Hosting)	6:49:47 PM
Acebuddy	Welcome to Ace Support.	6:49:47 PM
	Please chose an option :	6:49:47 PM
dilanglais	I'd like to raise a Request	6:49:59 PM
Acebuddy	Please select your request type.	6:49:59 PM
dilanglais	Setup Ace Server	6:50:13 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:50:13 PM
dilanglais	Microsoft Windows	6:50:21 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	6:50:21 PM
	Do you need any further assistance on the topic?	6:50:21 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:32:50 PM
	<i>Ended due to chat idle timeout</i>	7:32:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 9:11:32 PM

#70557 Erika Wolf

Email: tammy.boughter@ripit.com 14073985049

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: OVIEDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 47 Secs

Erika Wolf	Hello, I am your Acebuddy	13 Jan, 9:11:33 PM
Acebuddy	Hello Tammy.boughter, I'm your Ace Buddy. I'll be happy to assist you!	9:11:34 PM
	Whom Would You Like to Connect With?	9:11:34 PM
Erika Wolf	Technical Support (QB & App Hosting)	9:11:41 PM
Acebuddy	Welcome to Ace Support.	9:11:41 PM
	Please chose an option :	9:11:41 PM
Erika Wolf	I'd like to report an Issue	9:11:48 PM
Acebuddy	Please select an option!	9:11:48 PM
Erika Wolf	QuickBooks Issue	9:11:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:11:54 PM
Erika Wolf	Other QB related issue	9:11:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:11:59 PM
Erika Wolf	Ticket 619507 filed - needing support and update	9:12:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:12:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:12:16 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	9:14:11 PM
	<i>Vignesh Arul is transferring the chat to Manish Singh.</i>	9:14:21 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:14:27 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:14:36 PM
Erika Wolf	Hello Manish	9:14:44 PM
Manish Singh	Kindly allow me 3-4 minutes to check the same.	9:14:51 PM
Erika Wolf	Thank you	9:14:57 PM
Manish Singh	I apologize for any delay. Thank you for your patience.	9:19:30 PM
Erika Wolf	You're welcome	9:19:44 PM
Manish Singh	We have reviewed the ticket and identified that the issue is due to an update problem on the Office 365 side. We are currently running the necessary updates in the backend. Once the	9:21:50 PM

	updates are complete, we will notify you via email.	
Erika Wolf	Thank you	9:22:13 PM
Manish Singh	Is there anything else I may help you with ?	9:22:46 PM
Erika Wolf	The support ticket also listed one of our users, Shasta Botts who has an expired certificate. That needs to be updated for her	9:23:44 PM
Manish Singh	Sure, we will look into the case.	9:24:04 PM
Erika Wolf	Thank you. That is everything on the ticket that I placed. I will await the email regarding the Office	9:24:40 PM
	365 updates	9:24:48 PM
Manish Singh	Thank you for your patience.	9:25:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:09 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!	9:25:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

9:25:21 PM



