

Visitor Details

#78162 Lewisville

Email: lewisville@eaglefintax.com 📞 4696098829

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: KORATLA

State: Telangana

Country: INDIA

Chat Transcript

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	9:29:45 PMLewisville is sharing a file with you 1_image.png - (Size:72.2 KB)
	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
Lewisville	can you update drake 2021 software update

	hello
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lewisville
Lewisville	can you look into above issue
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lewisville	myreakdata\LewisvilleEagle1
	myrealddata\LewisvilleEagle1
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Lewisville	okay
Anurag Sharma	I will certainly do that for you and will inform you via email once it is completed.
	Is there anything else I may help you with ?
Lewisville	please resolve now i've imp task to complete
Anurag Sharma	Okay
	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
<i>Anurag Sharma has ended this chat session</i>	



Visitor Details

#78538 eda

Email: eda@walldorfcapitalventures.com 📞 14234001756

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: PULONG BAHAY

State: Nueva Ecija

Country: PHILIPPINES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#77998 David Cunningham

Email: magixx@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

City: SANDYS PARISH

State: Bermuda

Country: BERMUDA

Chat Transcript

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

Visitor Details

#78706 Olena Klymyuk

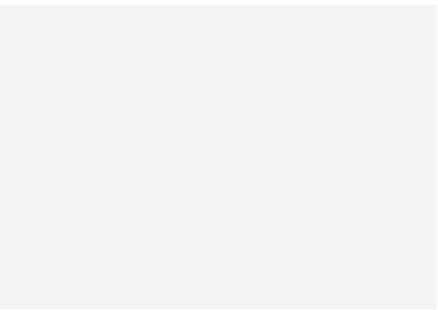
Email: olena@mdgwaste.com

Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: CUMHURIYET MAH.
State: Ankara
Country: TURKEY

Chat Transcript

Olena Klymyuk	Hello, I am your Acebuddy
Acebuddy	Hello Olena Klymyuk, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Olena Klymyuk	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Olena Klymyuk	Setback
Acebuddy	Hello Olena Klymyuk, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Olena Klymyuk	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Olena Klymyuk	I'd like to report an Issue
Acebuddy	Please select an option!
Olena Klymyuk	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Olena Klymyuk	ID 715155
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Olena

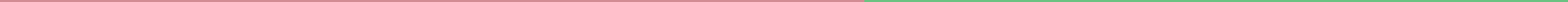
Olena Klymyuk	Hi Anurag!
	ID 715155
	thats for ticket
Anurag Sharma	Thanks for the confirmation !
	Olena are you still facing the O365 license error?
Olena Klymyuk	yes same. I guess it's better you send me the link and I could share the server view
	maybe you can help me
Anurag Sharma	Okay
	May I take the remote access of your server?
Olena Klymyuk	Yes what do you need for that ?
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Olena Klymyuk	Thats ok
Anurag Sharma	Could you please confirm me your username?
Olena Klymyuk	give me a minute
Anurag Sharma	Okay
Olena Klymyuk	MiguelG
Anurag Sharma	Thanks for the confirmation !
	Please accept the remote session request on the server.
Olena Klymyuk	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Olena Klymyuk	ok thank you I will be waiting
	I cant make it the password
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
Olena Klymyuk	thank you so much!
	Not at this time
Anurag Sharma	Thanks for the confirmation !
Olena Klymyuk	Thanj you again
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi



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

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

Anurag Sharma has ended this chat session



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I am not ble to log into
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Visitor Details

#78289 Shah
Email: desaianddesaica@gmail.com 📞 9724125752
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/buy-quickbooks/enterprise/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

Shah	I am not ble to log into my quickbook account. Please contatct me with the technical team
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
Shah	yes, please help me
Amit is transferring the chat to Support(QB & App Hosting).	
Ashutosh Mishra accepted the chat transfer request.	
	When I log into my quickbook account, it says that the product code is wrong, then how wll I log in ?
	please help me

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Shah	please solve my problem
Ashutosh Mishra	May I take the remote access of your local computer?
Shah	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Shah	shall I give ultraviewer
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/3142988163
	You can use the link i have just pasted to connect on remote session.
Shah	yes, wait i am joining
Ashutosh Mishra	Sure, please take your time
Shah	did it connect?
Ashutosh Mishra	Yes
	As per discussion over the remote session, It appears you do not have a registered account with Ace Cloud Hosting. We s

Ashutosh Mishra has ended this chat session



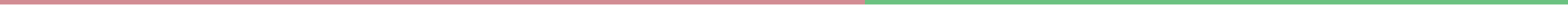
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Visitor Details

#78323 Parth
Email: parth@cittacpa.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: NORTH YORK
State: Ontario
Country: CANADA

Chat Transcript

Parth	Hello, I am your Acebuddy
Acebuddy	Hello Parth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Parth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Parth	Setback
Acebuddy	Hello Parth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Parth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Parth	I'd like to raise a Request
Acebuddy	Please select your request type.
Parth	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Parth	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



Visitor Details

#78177 Eva
Email: eva@backstoptax.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: 17 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Eva	Hello, I am your Acebuddy
Acebuddy	Hello Eva Leong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eva	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eva	I'd like to report an Issue
Acebuddy	Please select an option!
Eva	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eva	Login issue
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Gaurav Kumar declined the transfer request.	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Eva	Hi
Manish Singh	Hey Eva
Eva	I had a hard time to log in due to not receiving the verification code this morning. I spoke with one of the representative t
Manish Singh	Are you talking about MFA?

Eva	Then at the end, she/he removed my access that I won't receive the code by email. Over an hour later, the codes were co
	Yes
Manish Singh	Alright
	I will surely help you with this issue.
	Have you enrolled again on MFA?
	As I can check you are already enrolled on MFA
	May I take the remote access of your local computer?
Eva	I'm not sure. He/She helped me log in so I could start to work. He/she also mentioned that me and the account owner wou
Manish Singh	To check what issue you are facing.
Eva	Sure
Manish Singh	https://assist.acecloudhosting.com/join/5672802728
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session



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Visitor Details

#78780 marknielsenca
Email: marknielsenca@gmail.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: GRACE BAY

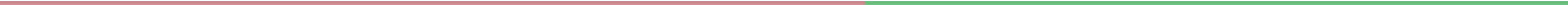
State: Turks And Caicos Islands

Country: TURKS AND CAICOS ISLANDS

Chat Transcript

marknielsenca	Hello, I am your Acebuddy
Acebuddy	Hello Mark Nielsen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marknielsenca	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marknielsenca	I'd like to report an Issue
Acebuddy	Please select an option!
marknielsenca	Password Reset
Acebuddy	Please select an option below
marknielsenca	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
marknielsenca	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
marknielsenca	713141 ticket
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mark
marknielsenca	HI aNURAG
	Anurag
	713141
	this is my ticket. I was given setup directions, and password reset, but still unable to login.
	8:58:09 PMmarknielsenca is sharing a file with you

	MRD configuration.png - (Size:21.62 KB)
	8:58:09 PMmarknielsenca is sharing a file with you Login Fail MRD.png - (Size:15.61 KB)
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
marknielsenca	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6722479912
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	The issue seems to be resolved.
	Is there anything else I may help you with ?
marknielsenca	All good, thank you. No more questions
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Anurag Sharma has ended this chat session



Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

taxes.ltdservices	Hello, I am your Acebuddy
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
taxes.ltdservices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
taxes.ltdservices	I'd like to raise a Request
Acebuddy	Please select your request type.
taxes.ltdservices	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
taxes.ltdservices	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
taxes.ltdservices	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
taxes.ltdservices	We need to add Drake 2017 Tax and Drake 2018 Tax
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
taxes.ltdservices	Hi Yash. Please add Drake 2017 Tax and Drake 2018 Tax

Yash Ahi	I will surely help you with that.
	Could you please help me with your server name or business name once?
taxes.ltdservices	LTDServices
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
taxes.ltdservices	Ok, thank you
Yash Ahi	No worries.
taxes.ltdservices	for User1LTDS
Yash Ahi	Thank you for your patience.
	We will surely help you with adding Drake application on the server.
taxes.ltdservices	Ok
Yash Ahi	We request you to please provide us the Account number, Serial number as well as setup files on an email, so we can pro
	You can download the setup file on the server and provide us the location.
	We require an email from LTDServicesNC@gmail.com.
	You can send it to support@acecloudhosting.com
taxes.ltdservices	Ok
Yash Ahi	So, are you sending that right now, or will you send it later?
taxes.ltdservices	We'll send it today later. Thank you
Yash Ahi	My pleasure.
	Is there anything else I may help you with ?
taxes.ltdservices	No, thank youi
Yash Ahi	Alright.
	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Visitor Details

#77852 jtsoi

Email: jtsoi@southeastworldwide.com ☎ 17186569393

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: 39 Secs

City: MANHASSET

State: New York

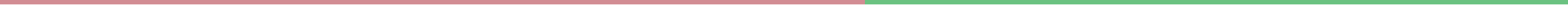
Country: UNITED STATES

Chat Transcript

jtsoi	Hello, I am your Acebuddy
Acebuddy	Hello Jtsoi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jtsoi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jtsoi	I'd like to report an Issue
Acebuddy	Please select an option!
jtsoi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jtsoi	The system is very slow and unresponsive, I think it needs a reboot.
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jtsoi	SouthEastWWL.myrealdata.net / qb1
Shubham Kataria	Thank you for the information. Please also confirm if you're the only user who is facing this issue.
jtsoi	no. everyone
Shubham Kataria	And May I know from when you're facing slowness
jtsoi	since a couple days ago, it very slow
Shubham Kataria	Please allow me 2-3 minutes to check this.
	Could you please ask everyone to log off from server so that I can reboot the server.
jtsoi	ok, please reboot in 5 minutes
Shubham Kataria	Sure, Will reboot it after 5 minutes
	Rebooting the server now and will inform you here once the server up and running
jtsoi	ok
Shubham Kataria	Thank you for your patience.
	Server is up now
jtsoi	ok
Shubham Kataria	You may login onto the server and please check the performance.
	Additionally, please confirm whether all users are accessing the server from the same location and using the same internet
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Kataria has ended this chat session



#78256 shailstone

Email: shailstone@kcipaving.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: 32 Secs

City: SMITHFIELD

State: Rhode Island

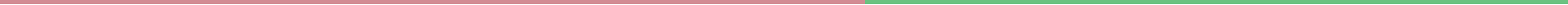
Country: UNITED STATES

Chat Transcript -----

shailstone	Hello, I am your Acebuddy
Acebuddy	Hello Shailstone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shailstone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shailstone	I'd like to raise a Request
Acebuddy	Please select your request type.
shailstone	Change in Users
Acebuddy	Please select your desired option!
shailstone	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existi
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t
	Do you need any further assistance on the topic?
shailstone	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Shailstone
shailstone	Hello

Anurag Sharma	How can I help you?
shailstone	I am a new employee with KCI. I was assigned a laptop that a previous employee was using to access QuickBooks. I need
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
shailstone	Where do I get that from?
Anurag Sharma	Could you please confirm if the new user has been created or not by the primary contact?
shailstone	No the new user has not been created yet.
Anurag Sharma	Thanks for the confirmation !
	Shailstone, after this chat I will send you an email. You can ask the primary contact to provide the approval to that email.
shailstone	OK
Anurag Sharma	Is there anything else I may help you with ?
shailstone	No thank you. Please send the email
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session



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Visitor Details

#78491 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: CABO SAN LUCAS

State: Baja California Sur

Country: MEXICO

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Sharishari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
shari	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	This message has been deleted
shari	hi
Tushar	Hi Shari, hope you are doing great today!
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Please confirm if "*Bluelsle - Drake*" is your account name?
shari	on the D:/client data/Beacon Marine

	yes blueisledrake
Tushar	Thanks for the confirmation !
	Allow me 3-4 minutes, let me check.
shari	I am logged in as sbray
Tushar	May I take the remote access of your server?
shari	yes
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.
shari	ok
Tushar	Please try once again.
	Please try one more time.
	May I reboot the server once?
shari	ok
Tushar	Server is back now, please login and try again
	It worked, this time.
shari	yes it is slow loading up though
Tushar	The quickbooks is loaded, but all the windows were closed. That is why it showed the grey screen at the start.
	Is there anything else I may help you with ?
shari	its weird that it doesn't load to the home screen
	thank you!
Tushar	I have cleared the cache data of the company file to get the issue fixed, that's why the home screen didn,t loaded.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session



Visitor Details

#78806 sll

Email: sll@sllcpa.com ☎ 8473708883

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: NORTHBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello Sll, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to raise a Request
Acebuddy	Please select your request type.
sll	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
sll	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Anjainay Singh accepted the chat transfer request.	

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	<i>9:11:45 PMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:10.81 KB)</i> <i>Could you please confirm the server name which need to be rebooted?</i>
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Anjainay Singh has ended this chat session</i>

Ch
Hel

Visitor Details

#78185 Brian

Email: brian@hedgefield.com 📞 8179998484

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: 36 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

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

Brian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian	I'd like to report an Issue
Acebuddy	Please select an option!
Brian	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Brian	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>1:59:12 AM</i> <i>Brian is sharing a file with you</i> <i>1_image.png - (Size:199.29 KB)</i>
Brian	The shortcut for quickbooks remote login on my desktop is showing an error when I try to use it
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Brian
Brian	Hi, see my issue above
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brian	I have for my username myrealdata\BrianCar
	I am not sure of my server name
Anurag Sharma	No problem
	May I take the remote access of your local computer?
Brian	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5652463908
	Kindly paste this link in the browser of local computer and join the session.
	The issue seems to be resolved.
	Is there anything else I may help you with ?

Brian	thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat History

Help

Visitor Details

#77999 test
Email: test@gmail.com 📞 +16887849764
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
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

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

test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to report an Issue
Acebuddy	Please select an option!
test	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
test	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test	qb
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma has ended this chat session	

Ch

Hel

Visitor Details

#78477 Roberts

Email: shane.roberts.cpa@outlook.com ☎ 4357605161

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

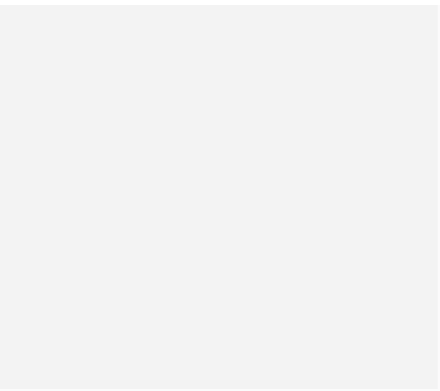
City: HERRIMAN

State: Utah

Country: UNITED STATES

Chat Transcript

Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Shane.roberts.cpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Roberts	When logging into server screen is black
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Roberts	server is cppr
	my username is sroberts
Yash Kalra	Kindly allow me two minutes to check the same.
	Please let me know if the issue is faced by all the users on the server or it's just you facing this issue
Roberts	It is just me
Yash Kalra	Please stay connected while we are making some changes from the backend.
	Shane, please try to login now.
Roberts	That worked, thanks.
Yash Kalra	Is there anything else I may help you with ?
Roberts	No, that should be all.
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 this link
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Roberts	Will do.
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our support page.



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 app

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

Ch

Hel

Visitor Details

#78125 susanromo999
Email: susanromo999@gmail.com 📞 512-848-4970
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: BASTROP
State: Texas
Country: UNITED STATES

Chat Transcript

susanromo999	Hello, I am your Acebuddy
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
susanromo999	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susanromo999	I'd like to report an Issue

Acebuddy	Please select an option!
susanromo999	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
susanromo999	All of a sudden I can not open QBs company files. The error message says " You must have at least 512 KB available on di
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Support(QB & App Hosting).</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
susanromo999	Hello, did you read the issue I am having?
Abhay Kumar Saraswat	Yes.
	It is looking related to the disk space issue.
	I will surely help you with this issue.
susanromo999	thank you
Abhay Kumar Saraswat	Kindly help me with your server name and user name?
susanromo999	myrealdata\susanR.npro1 susan romo
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
susanromo999	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/9742868200
	Thank you for joining.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Visitor Details

#78714 Michael Melton

Email: mmelton@4umitedsystems.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 55 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Michael Melton	Hello, I am your Acebuddy
Acebuddy	Hello Mmelton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Melton	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	Acebuddy (bot) forwarded the chat request
	Abhijeet Arun Thakur accepted the chat transfer request.
Michael Melton	We are not able to run sage accounting software
Abhijeet Arun Thakur	Thank you for reaching out to Ace Cloud Hosting. My name is Abhijeet. How can I assist you today?
	Can you please help me with the organization name?
Michael Melton	United systems Inc
	ser link) UNISYSINC.myrealdata.net Use
Abhijeet Arun Thakur	Let me transfer you to the concerned team.

Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).

	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Michael Melton	This happens from time to time and someone at Ace has to do something
	Maybe services running or something
Yash Kalra	Mmelton, don't worry I surely provide you a permanent solution to this problem.
	Please stay connected while I check things from the backend.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Yash Kalra has ended this chat session</i>

Ch
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Visitor Details

#78449 Brenda Rosales

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

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

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

Ankit accepted the chat transfer request.

Ankit	My name is Ankit. I will be assisting you further.
Brenda Rosales	Hi Ankit
	i just wanted to check the progress of my QB Gold Enterprise
	I proceeded the payment yesterday and provide the fund transfer to billing
Ankit	Thank you for the details.
	Kindly allow me 5-6 minutes to check the update on the ticket.
Brenda Rosales	sure
	thank u
	ticket number 698269
Ankit	Thank you for waiting. As I can see, our concerned team is working on this issue, and it may take some time. I will connect you to the concerned team.
	Brenda, I deeply apologize for the delay.
Brenda Rosales	Intuit emailed us and hope that this will be done by today
	because we cant access QB anymore by tomorrow
Ankit	I understand. Our team is actively working on this, and we will share an update with you shortly.
Brenda Rosales	thank u
Ankit	Brenda, I deeply apologize for all the inconvenience caused to you.
	Is there anything else I may help you with ?
Brenda Rosales	none
	i am still hoping that you can get this done today :(
	please
Ankit	I will ask the team to expedite the process.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Brenda Rosales	thank u.
	will check again later
Ankit	Sure.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our Selfcare Portal (https://selfcare.acecloudhosting.com/). I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ankit has ended this chat session

Hel

#77986 Stacy Ciolli

Email: wildfire1789@gmail.com ☎ 19702274435

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Stacy Ciolli	Hello, I am your Acebuddy
Acebuddy	Hello Stacy Lynn Ciolli, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stacy Ciolli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Ciolli	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Ciolli	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving this issue.

	Was that helpful?
Stacy Ciolli	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Stacy. How are you doing today?
Stacy Ciolli	Hi Yash. I can't get my QB to open.
	It just spins and the lohin in never comes up\
Yash Ahi	I will surely help you with this issue Stacy.
	Could you please help me with your server name or business name?
Stacy Ciolli	Wildfire Development
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
Stacy Ciolli	Sure
Yash Ahi	Well it seems like there is some issue with the application, so we need to reboot the server.
Stacy Ciolli	Okay
Yash Ahi	Let me just broadcast this message to all the users, so they can save their work and logoff from the server safely
	Then I will proceed with the reboot. (Edited)
	Kindly allow me five minutes.
Stacy Ciolli	okay
Yash Ahi	Thank you for your patience.
	I am proceeding with the reboot.
Stacy Ciolli	okay
Yash Ahi	Thank you for your patience.
	Please login to the server, and check if you are able to access the quickbooks. (Edited)
Stacy Ciolli	Im logging in now
Yash Ahi	Alright
Stacy Ciolli	when i sign in it si giving me a critical update is waiting to install
	but i can log in now
Yash Ahi	You can just ignore it Stacy.
	QB is already updated on the server.

Stacy Ciolli	It is saying this message everytime I log in
Yash Ahi	Let me check
Stacy Ciolli	Okay
Yash Ahi	Yes Stacy, the Quickbooks is updated. Although I have made a small change to fix that error. You can check and let me kn
Stacy Ciolli	no error this time thanks
Yash Ahi	You're welcome.
	Is there anything else I may help you with ?
Stacy Ciolli	No that s it
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session



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Visitor Details

#78689 Rhonda Stallings
Email: rs@emersonrussell.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 25 Secs

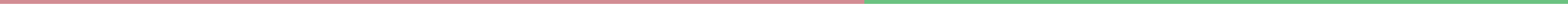
City: CHATTANOOGA
State: Tennessee
Country: UNITED STATES

Chat Transcript

Rhonda Stallings	Hello, I am your Acebuddy
Acebuddy	Hello Rhonda Stallings, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rhonda Stallings	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rhonda Stallings	I'd like to report an Issue
Acebuddy	Please select an option!
Rhonda Stallings	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rhonda Stallings	My screen is frozen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Rhonda Stallings	Hello Screen is frozen
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I’m here to help you resolve it as qu
	Please allow me two minutes so that I can check the issue at my end.
	May I take the remote access of your local computer?
Rhonda Stallings	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3692259117
	Please copy this URL at your local machine browser and and download the setup file.
	Click on setup file and select accept and continue.
Rhonda Stallings	done
Anjainay Singh	A setup will have been downloaded.
	Please go to download folder and click on it you will get popup for accept and continue.

Rhonda Stallings	It is unfrozen now
Anjainay Singh	is it resolved?
Rhonda Stallings	somehow it is LOL
Anjainay Singh	I just sign you out of server as sometime the screen get stuck.
Rhonda Stallings	Thanks so much
Anjainay Singh	Is there anything else I may help you with ?
Rhonda Stallings	No i am good thanks so much
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session



Ch
Hel

Visitor Details

#78150 Arielle Schultz
Email: arielle@nationalsalt.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: 37 Secs
City: BELLEFONTAINE
State: Ohio
Country: UNITED STATES

Chat Transcript

Arielle Schultz	Hello, I am your Acebuddy
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Acebuddy	Hello Arielle Schultz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arielle Schultz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arielle Schultz	I'd like to report an Issue
Acebuddy	Please select an option!
Arielle Schultz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Arielle Schultz	Unable to use / open Microsoft Outlook on server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Arielle Schultz	Thank you, again, I am unable to open Microsoft Outlook on our server. When trying to open I receive a message reading in your profile is missing required information. Modify your profile to ensure that you are using the correct Microsoft Exchange
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Arielle Schultz	Yes this is the first time and I am the only one having the issue. It was working fine Monday and then yesterday the issue
Manish Singh	May I take the remote access of your server?
Arielle Schultz	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	<i>7:10:23 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:19.04 KB)</i>
	Try to login after 2 minutes.
Arielle Schultz	Okay
Manish Singh	Try to login now
Arielle Schultz	looks like that worked?
Manish Singh	Yes
	Is there anything else I may help you with ?
Arielle Schultz	That was it! Thank you so much for your help!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
Arielle Schultz	I surely will. Have a good day
Manish Singh has ended this chat session	

Chat History

Visitor Details

#77882 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 9 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	need to update the license and product nubmer for enterprise 2024
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shari
shari	yeah you are back\]
Shashwat Verma	I will surely help you with this issue.
	Good to see you.
shari	I updated teh license in QB but it didn't let me update the product number
Shashwat Verma	I will surely help you with this issue.
	Kindly share the product number and the license details that you want to update.
shari	628175486349787
	124294
Shashwat Verma	Also, it will be great if you can clarify the server name.
	Thanks
shari	blue isle-drake
Shashwat Verma	Perfect
shari	do I need to log out
Shashwat Verma	Shari, do you have any time constraint for the request?
shari	asap pretty please... the previous license only allows one user at a time
Shashwat Verma	Got it
shari	I am also having issues with printing
Shashwat Verma	Okay

	May I take the remote access of your local computer?
	For the printing issue.
shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
shari	yes it is just the one QB open
Shashwat Verma	https://assist.acecloudhosting.com/join/8912788824
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	



Ch

Visitor Details

#78122 Jeanette Chavarria Torres
Email: jeanette@dchhauling.com 📞 17738531070
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud&utm_adgroup=Primary&gad_source=1&gclid=CjwKAEjYhZBwBhAqAiwvE8p36jAhxQVNiLrdOKbT-hoCEfcQAvD_BwE
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins
City: WASHINGTON
State: Virginia
Country: UNITED STATES

Chat Transcript

Jeanette Chavarria

Torres	I cant get in QB
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
Jeanette Chavarria Torres	ok
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Could you please confirm what issue you are facing at your end while accessing the QB?
Jeanette Chavarria Torres	it says error H505
Anjainay Singh	Please allow me two minutes so that I can look into the issue.
Jeanette Chavarria Torres	ok
Anjainay Singh	Thankyou for your patience , I am working on the resolution Jeanette.
Jeanette Chavarria Torres	ok
Anjainay Singh	Could you please also confirm that which QB year version are you trying to access is it QB 2023 ?
	Could you please again try to access the QB at your end?
Jeanette Chavarria Torres	let me check
	Yes, 2023
Anjainay Singh	Sure Jeanette.
Jeanette Chavarria Torres	I am in
	thank you
Anjainay Singh	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	As issue is resolved we are disconnecting this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anjainay Singh has ended this chat session</i>

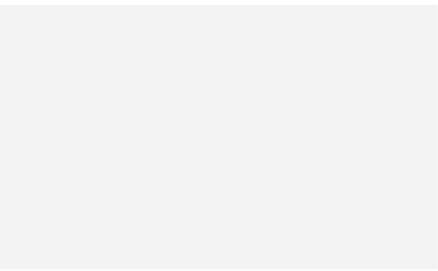
Visitor Details

#78582 Cristina Prieto
Email: cristina@prietolaw.net
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 16 Secs
City: BRONX
State: New Jersey
Country: UNITED STATES

Chat Transcript

Cristina Prieto	Hello, I am your Acebuddy
Acebuddy	Hello Cristina Prieto, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cristina Prieto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cristina Prieto	I'd like to report an Issue
Acebuddy	Please select an option!
Cristina Prieto	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cristina Prieto	Error code 0x30000066
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.

	Hi Cristina. How are you doing today?
Cristina Prieto	Fine thanks
Yash Ahi	I will surely help you with this issue.
	Could you please help me with your server name or business name?
Cristina Prieto	Business name is CRISTINA Prieto, Esq
Yash Ahi	Thankyou for the information.
	May I know when you are getting this error?
Cristina Prieto	When trying to connect to the server. I was using QuickBooks and then it disconnected . I tried to log in and used QuickBc
Yash Ahi	Alright, I will surely help you with that,
	Could you please try to login again and let me knw if you still get that error?
Cristina Prieto	I get the error when I click on the screen now. It does not even ask for my password
Yash Ahi	Alright.
	May I take the remote access of your local computer?
Cristina Prieto	I see the QuickBooks page I was on and when I click on it I get the error
Yash Ahi	Okay Cristina.
	May I take the remote access of your local computer?
Cristina Prieto	Yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3372596646
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	It seems like the issue is resolved
Cristina Prieto	It has been
Yash Ahi	Is there anything else I may help you with ?
Cristina Prieto	Nothing else
	Thanks
Yash Ahi	My pleasure.
	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi



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

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

Yash Ahi has ended this chat session

Ch

Hel

Visitor Details

#77886 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 37 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shari
shari	hi
	I still can't print
	I need to print paychecks
Shashwat Verma	We have tried from our end and successfully installed the QuickBooks Enterprise 2024 application using the license ar As for the printing issue in QB Enterprise Accountant 24, we found that it is being caused by an activation error on Q

	We recommend you to get in touch with intuit for the activation, they will share you the activation code for Qb ent acc 24
	Which automatically resolve the printing issue for the same
shari	ok will have to be in the am
Shashwat Verma	Let me know if that work for you, or you would like us to be on 3 way call?
shari	they are closed
Shashwat Verma	In that case, we can schedule the 3 way call-back in the intuit working hours.
shari	I will call in the am and then let you know if I have issues
Shashwat Verma	Sure
	Is there anything else I may help you with ?
shari	no thanks
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shashwat Verma has ended this chat session	



Ch
Hel

Visitor Details

#78140 hanumeshqb
Email: hanumeshqb@gmail.com 📞 8142143613
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: ANANTAPUR
State: Andhra Pradesh
Country: INDIA

Chat Transcript

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hanumeshqb	Server is Slow i
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
hanumeshqb	ya sure
Shashwat Verma	Is the issue faced by other users too or is in slowness while using particular application or for whole server.
hanumeshqb	yes
	whole server if Possible Restart the server
Shashwat Verma	As we have checked that your resources are working fine from our side, we are initiating the reboot
	<i>10:33:59 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:12.21 KB)</i>
hanumeshqb	ya sure
Shashwat Verma	Try to login 2 mins and check whether issue still persist or not
hanumeshqb	okay
Shashwat Verma	Otherwise, will check at your local end
hanumeshqb	ya sure
Shashwat Verma	Just to confirm, is all users accessing the server from the same location?
hanumeshqb	can i try now

Shashwat Verma	Kindly try now to login the server
	Yes
	Is the issue resolved?
hanumeshqb	give me 2 mnts
Shashwat Verma	Sure, please take your time
hanumeshqb	now its working
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
hanumeshqb	Wait 2 mnts
Shashwat Verma	Sure
hanumeshqb	now its Working fine if any issue i will reach you
	thank u
Shashwat Verma	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session



Ch
Hel

Visitor Details

#78316 victoria
Email: victoria@tapartners-llc.com ☎ 19496279114
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: NEWPORT BEACH
State: California

Chat Transcript

victoria	Hello, I am your Acebuddy
Acebuddy	Hello Victoria Sievers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
victoria	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
victoria	I'd like to raise a Request
Acebuddy	Please select your request type.
victoria	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
victoria	Restart
Acebuddy	Hello Victoria Sievers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
victoria	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
victoria	I'd like to report an Issue
Acebuddy	Please select an option!
victoria	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
victoria	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
victoria	You just transferred us to a new server for our upgrade to 2024 pro and it appears you didn't transfer over our company fi
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Abhay Kumar Saraswat accepted the chat transfer request.
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

	Kindly allow me two minutes to check the same.
	Please confirm if this is your business account which you have with us: TA Partners
victoria	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	As I can see, there are all folders available in QuickBooks folder.
	Is there any specific folder you are talking about?
victoria	I have 3 companies in quickbooks that need to be accessible
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
	Let me take the remote access of server screen, so that i could guide you to the correct file on your new server.
	Victoria,
	I see that all the data which you had on the old server, has been moved successfully on the new server .
victoria	except there are no companies in quickbooks
Abhay Kumar Saraswat	I understood the issue, this will take only 2 minutes to resolve & you will be up & running. shall i send you my remote request?
victoria	yes
Abhay Kumar Saraswat	Now please select the file from list, this is a one time activity.
	I would like to take the remote of your local computer, since you are using 2 screens & things are pretty small for me to v
	Also, please advise, if i can give you a call back.
	Victoria,
victoria	do what you need to do
Abhay Kumar Saraswat	Let me call you on your number.
	Is this your number 9496279114?
victoria	9495846503
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes to call you on your given number.
	Thank you for your time over the call.
	Is there anything else I may help you with ?
	Are we still connected here?
	As per our communication, I've resolved your concern.

	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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/)

Abhay Kumar Saraswat has ended this chat session

Chat History

Help

Visitor Details

#78370

sulema.montes

Email: sulema.montes@wavenet.net

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: WOODLAND HILLS

State: California

Country: UNITED STATES

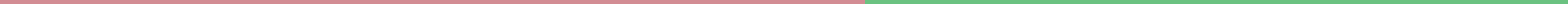
Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
sulema.montes	I'd like to report an Issue
Acebuddy	Please select an option!
sulema.montes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sulema.montes	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
sulema.montes	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
sulema.montes	My QB application is not opening
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Sulema, I will surely help you with this issue.
sulema.montes	thank you
Ashutosh Mishra	Kindly help me with your server name and user name?
sulema.montes	Sulema.MargaretWN
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
sulema.montes	i think just me
	it was working earlier
Ashutosh Mishra	Is this the first time you are facing this issue?
sulema.montes	yes
	the application doesn't open
Ashutosh Mishra	We regret the inconvenience caused due to this, May I take the remote access of your server?
sulema.montes	yes of course
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
sulema.montes	DONE
Ashutosh Mishra	We are connected now.

sulema.montes	looks like it works now
Ashutosh Mishra	Yes it seems to be working without any issue.
sulema.montes	it wasn't even prompting the login screen
	thank you very much
	i appreciate your help
Ashutosh Mishra	May I know did issue occur during any particular task? (Edited)
sulema.montes	i had closed the application
	and then when i went to open it again it just wasn't opening
Ashutosh Mishra	We found no issues from backend. It is likely just a minor issue if it has not occurred before once it's refreshed it started w
	Is there anything else I may help you with ?
sulema.montes	that's all
	thank you very much!
Ashutosh Mishra	Thanks for the confirmation !
sulema.montes	have a wonderful day
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session



Ch

We are following up on c
have not y

Visitor Details

#77692 Amanda Wheeler
Email: amanda@riverstone.build ☎ 8045929436

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259653

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Amanda Wheeler	We are following up on our issues with the licensing server as these have not yet been resolved. Thank you!
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
Amanda Wheeler	Thank you Dev
	The crash happened after an updated and we are in need of our accounting system as quickly as possible.
Dev Dubey	Hello Amanda, could you please confirm your Account Name or CID number before I transfer the chat to a support Rep?
	<i>Dev Dubey is transferring the chat to Sales & Solutions.</i>
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	May I take the remote access of your server? (Edited)
Amanda Wheeler	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Please allow the request prompt
Amanda Wheeler	they are closed
Shivam Singh	Thanks for the confirmation
	Kindly show the issue that you are facing, so that we can assist you.
Amanda Wheeler	can you see the error on sage?
Shivam Singh	yes, i'm working on it.
	We will be rebooting the server now to initiate the changes to make effect.
	Shall we proceed?
Amanda Wheeler	yes
Shivam Singh	Chat will get disconnected, as it has been prompted from the server.

Amanda Wheeler	ok will you log back in?
Shivam Singh	Yes, We will assist you with reinitiating of the chat or you could reinitiate the chat yourself as well
Amanda Wheeler	OK
Shivam Singh	We are connected now
Amanda Wheeler	ok
Shivam Singh	Please download all the version of the sage after logging into the Sage portal
	So that we can clean install the application
Amanda Wheeler	where do i do that?
Shivam Singh	Please go to the sage website.
	Please allow me to assist you with this.
	Please enter your credential.
Amanda Wheeler	i will have to find them. We recently had am employee fired so let me look - please give me a moment
Shivam Singh	No worries, We have provided you the permission to install the application on the server. please take your time to do so.
	Once installed please simply re-initiate the chat and we will look into it.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session



Visitor Details

#78290 liz

Email: liz@cjklns.com 📞 9192259110

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

liz	Hello, I am your Acebuddy
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
liz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
liz	I'd like to report an Issue
Acebuddy	Please select an option!
liz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
liz	i was told i was going to get my password by email but i didnt get it yet
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
liz	hi, me again :) the pasword didnt email
Ashutosh Mishra	Yes, over the email i would require approval from Wade to send the password.
liz	he gave his approval last time
Ashutosh Mishra	I do understand however each time password has to be shared we require the approval just for security reasons.
Ashutosh Mishra has ended this chat session	

Visitor Details

#77885 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

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

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#78431 Sayr Jamil

Email: midnightzonevi@gmail.com 📞 340-998-1171

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 30 Secs

City: ST THOMAS

State: Puerto Rico

Country: US VIRGIN ISLANDS

Chat Transcript

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

Sayr Jamil	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Sayr Jamil	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Sayr Jamil	Good Afternoon,
	My QB is frozen and need your help
Shubham Kataria	Hello midnightzonevi
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Sayr Jamil	Sayr J Enterprises @ Midnightzone Convenience Store
Shubham Kataria	Thank you for the information
	Kindly confirm your username as well for the server login and Could you please let me from when QB is freezed.
Sayr Jamil	Sayr J Enterprise
Shubham Kataria	Thank you.
	I've unfreeze your QuickBooks, you may access it now
	<i>12:50:56 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:2.3 KB)</i> <i>Also would like to inform you that you can also unfreeze QB from your end as well using the QB reset link</i>
Sayr Jamil	Thank you
	I couldnt get to that screen
	Thank you Have a nice day
Shubham Kataria	You may access it from your task bar (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shubham Kataria has ended this chat session</i>

#77864 carrie morrell

Email: officemanager@woodlawnandlandscaping.com ☎ 2527275301

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

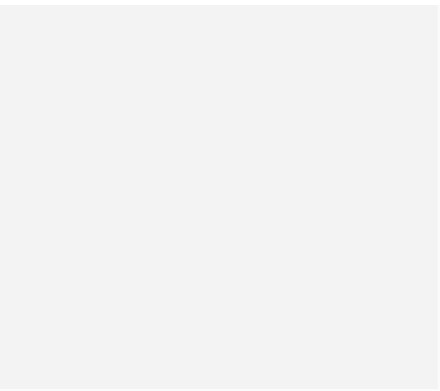
City: NEWPORT

State: North Carolina

Country: UNITED STATES

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

	printing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul declined the transfer request.</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
carrie morrell	i am having the same issue as before. my printer doesn't work from quickbooks to route to my office printer, it does this €
Yash Ahi	Hi Carrie. How are you doing today?
	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
carrie morrell	look over the 1st notes so see how to fix, they reinstalled the software last tinme for the printer.
	send me the thing to give you access
Yash Ahi	Sure Carrie.
	Could you please help me with your server name or business name?
carrie morrell	GaryW.Pre1@myrealdata.net
	Diamond87!
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
carrie morrell	k
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7352500665
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	It seems the issue is resolved
	Is there anything else I may help you with ?
carrie morrell	no, thanks
Yash Ahi	My pleasure.
	I am closing the remote session now.
	I would greatly appreciate if you could share the feedback after this chat.
carrie morrell	k
Yash Ahi	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w



I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app

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

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

Yash Ahi has ended this chat session

Ch

Hel

Visitor Details

#78667 Heather Shea
Email: heather@newframeworks.com 📞 8023433545
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: ESSEX JUNCTION
State: Vermont
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Heather Shea	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Heather Shea	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Heather Shea	QuickBooks has been very, very slow and lagging today, but it seems to be broader connection issue as I was disconnected
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Yash Ahi accepted the chat transfer request.	
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Heather. Howa re you doing today?
Heather Shea	I'm fine. How are you, Yash?
Yash Ahi	I am also doing good. Thank you for asking.
	I will surely help you with this issue.
	Could you please help me with your server name or business name?
Heather Shea	Yes. New Frameworks Natural Design/Build is our business name.
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
Heather Shea	ok
Yash Ahi	Thank you for your patience.
	May I take the remote access of your local computer?
Heather Shea	Yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
Heather Shea	Ok. All set.
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7572224873
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As discussed over remote session chat, we requested you to reboot your local computer as it was up since 3 days. Howev
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Ahi has ended this chat session

Visitor Details

#78056 Casey

Email: casey_demars@hotmail.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Casey	Hello, I am your Acebuddy
Acebuddy	Hello Casey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Casey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Casey	I'd like to report an Issue
Acebuddy	Please select an option!
Casey	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Casey	Keep saying my login attempt has failed
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
Casey	ok
Anjainay Singh	Could you please provide me your account related CID number or account name so that I can assist you accordingly? (Edi
Casey	Snowy Mtn Lock and Door is the account name
Anjainay Singh	Thankyou for letting me know.
	Could you please confirm since when you are facing this issue?
Casey	Today
Anjainay Singh	"Could you please let us know how many other users are experiencing this issue along with you?
Casey	not sure, just me at the moment
Anjainay Singh	Thankyou Casey for providing me detailed information.
	May I take the remote access of your local computer?
Casey	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5942180330
Casey	ok, should be good
Anjainay Singh	Please copy this URL at your local machine browser and download the remote file and click on agree and download so tha
	I am connected remotely.
	Please stay connected here.
	Please stay connected.
	Please stay connected.
	Are we still connected here?
Casey	yes
Anjainay Singh	Since the issue has been resolved and there's nothing further needed at the moment, may I go ahead and close this chat
Casey	yes, thank you.
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Casey	you as well

Casey has ended this chat session

Visitor Details

#78366 sll

Email: sll@sllcpa.com ☎ 8473708883

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: NORTHBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello Sll, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sll	CONSISTENTLY having problems "waking up" my server to log in. It usually takes MULTIPLE attempts to get online. Do you
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
sll	On my tenth attempt this morning to log in.
	This is typical and frankly, unacceptable.
Shivam Singh	I deeply apologize for the inconvenience caused to you.
sll	This is chronic.
Shivam Singh	May I take the remote access of your local computer?
sll	yes
Shivam Singh	Thanks for the confirmation
	Prior providing the access, I would suggest you to close any important documents at your end.
sll	I know... I've gone through this dance numerous times.
Shivam Singh	https://assist.acecloudhosting.com/join/7302021708
	Kindly paste this link in the browser of local computer and join the session.
sll	Again, I know... I've gone through this dance numerous times.
Shivam Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
sll	confirmed
Shivam Singh	Thank
	As the issue is resolved, Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	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.

Hel

#78209 Dennis Burnett

Email: djburnett@verizon.net 📞 17039449126

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: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

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



Visitor Details

#77713 jjiang

Email: jjiang@federalfilings.com ☎ 6262974637

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: 1 Min 23 Secs

City: CHENNAI

State: Tamil Nadu

Country: INDIA

Chat Transcript

jjiang	Hello, I am your Acebuddy
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jjiang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jjiang	I'd like to report an Issue
Acebuddy	Please select an option!
jjiang	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jjiang	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jjiang	Unable to send the report to email
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
jjiang	Okay

	Are you there ?
Manish Singh	Yes, checking
	Kindly allow me two minutes to check the same.
jjiang	Okay
Manish Singh	Please close QuickBooks once.
jjiang	Sure
	Closed
Manish Singh	Need to restart server once.
jjiang	Okay how long it will take?
Manish Singh	Try to access server after 2 minutes.
jjiang	Okay
	Please restart it
Manish Singh	Try to access server now.
	Server rebooted successfully.
jjiang	Okay give a moment I will login
Manish Singh	Try now to send reports to email
	This message has been deleted
jjiang	Okay
	Now I can able to send the report to email. Thanks.
Manish Singh	Is there anything else I may help you with ?
jjiang	No thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Visitor Details

#78171 Henil Patel

Email: admin@pursimple.com 📞 14168178212

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: 29 Secs

City: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Henil Patel	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Henil Patel	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	Acebuddy (bot) forwarded the chat request
	Shubham accepted the chat transfer request.
Henil Patel	Hey Shubham, I want to change my 2FA Phone number
	Shubham is transferring the chat to Support(QB & App Hosting).
	Shubham Kataria accepted the chat transfer request.
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Henil Patel	I want to change my 2FA Phone number
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Henil Patel	user name: CID73340
	Ace Cloud Hosting

Shubham Kataria	Please allow me a minute to check the same.
Henil Patel	sure!
	Let me know if you nee anything from me
Shubham Kataria	Kindly confirm your username for server login.
Henil Patel	user name: CID73340
Shubham Kataria	Actually this is your client ID, but we require your username for server login
Henil Patel	Where do I fin that user name?
	I am login into the Ace cloud hosting platform
Shubham Kataria	You may check your RDP file and check the username field
Henil Patel	Kristy.H@myrealddata.net
Shubham Kataria	Thank you for the information.
Henil Patel	No worries!
Shubham Kataria	Kindly confirm the requirement to change the phone number as In the MFA we're receiving the codes over email and we c
Henil Patel	I only have the access of email address
	I can provide you the code which I received in my inbox
Shubham Kataria	Is it possible to connect over the remote session so that I can check the exact requirement.
	If that's possible, this will really helpful
Henil Patel	Yes,
Shubham Kataria	thank you
Henil Patel	You can change my phone number to 4168178212
Shubham Kataria	sending you a remote session link to take remote of local computer
	Sure, Lets connect over remote first.
	Prior providing the access, I would suggest you to close any important documents at your end.
Henil Patel	I am sorry, I can't give you remote access to the laptop. because I am very busy,
Shubham Kataria	Okay no problem.
Henil Patel	I will provide you with the code that send to my admin@pursimple.com account
	<i>11:28:52 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:365.3 KB)</i> <i>Kindly refer the attached picture once and let me know if you would like to change your phone number i</i>
Shubham Kataria	The portal where you manage the users and your billings.
Henil Patel	Yes, I want to change that phone number
Shubham Kataria	Got it.

Henil Patel	Perfect!
Shubham Kataria	To proceed with this request we require a email approval from your email address - [admin@pursimple.com](mailto:admir
Henil Patel	Yes , no worries
Shubham Kataria	And once we will get your approval, We will move the ticket to the concerned team to change your number in My portal.
	And the new number would be 4168178212 (Edited)
Henil Patel	How do I send that request?
Shubham Kataria	After this chat, I will send you an email requesting your approval. Kindly provide your approval in response to that email.
Henil Patel	Perfect
Shubham Kataria	Thank you
	Is there anything else I may help you with .
Henil Patel	No thanks bhai
Shubham Kataria	You're welcome.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shubham Kataria has ended this chat session</i>

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Visitor Details

#77704 kg

Email: kg@nationalincometax.com 📞 7273457790

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

kg	Hello, I am your Acebuddy
Acebuddy	Hello Karen L Gargiulo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kg	I'd like to report an Issue
Acebuddy	Please select an option!
kg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kg	My Drake software is "stuck" can you assist please?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
kg	thanks
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
kg	User name Karen Gargiulo National Tax Accounting and Financial
Ashutosh Mishra	Thanks for the confirmation !
kg	working now... lol like magic. Thanks
Ashutosh Mishra	Is there anything else I may help you with ?
	Are we still connected here?
	<i>Ashutosh Mishra has ended this chat session</i>

Ch

I need a

Visitor Details

#77834 allison corado

Email: ac@pkave.com ☎ 6462950712

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/hosting/drake-tax-software/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259653

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: GREENSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

allison corado	I need assistance with my password
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
allison corado	i am existing costomer
	Rishabh Gogia is transferring the chat to Support(QB & App Hosting).
	customer
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Coradoac
allison corado	hi
	it's allison corado
Manish Singh	Yes, Allison how may we assist you today. (Edited)
allison corado	I need a new password
Manish Singh	Park Avenue Equity Management is this your account name?

allison corado	allisonc.q14
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur Also, the registered email for your account with us is : ac@pkave.com
allison corado	thank you
Manish Singh	Is there anything else I may help you with ?
allison corado	nope thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app 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

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Hel

Visitor Details

#77905 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript		
	shari	Hello, I am your Acebuddy
	Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	shari	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	shari	I'd like to report an Issue
	Acebuddy	Please select an option!
	shari	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	shari	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error message and share via email.
		Do you need any further assistance on the topic?
	shari	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	shari	I just spoke with QB regarding the activation error and they stated that I need to have the QB Ent
		<i>Anjainay Singh accepted the chat transfer request.</i>
		<i>Anjainay Singh is transferring the chat to Ankit.</i>
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
		Hello Shari, How are you doing today?
	shari	not starting off very good - can you please help and expedite this issue
		It is not allowing us to log in any longer
	Ankit	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	shari	blueisle-drake
	Ankit	Thanks for the confirmation !

		Please send us an email from the registered email address at support@acecloudhosting.com so t
		Also, the registered email for your account with us is : melissa@blueisleinc.com
	shari	this was supposed to have been switched over last sunday
	Ankit	Okay, let me check the ticket on my end. I would also request you to please share the active tick
	shari	707185 I think
	Ankit	Thank you for the details.
		Kindly allow me 2-3 minutes to check the same.
	shari	we change the license and product number yesterday but now QB said it is a bad install and need
	Ankit	Okay, as I checked on your server <i>Blueisle-Drake.myrealdata.net</i> , QuickBooks is installed with th
		<i>8:36:39 PM</i> Ankit is sharing a file with you image.png - (Size:28.4 KB)
		May I take the remote access of your server?
	shari	yes
	Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
		May I know your username on the server?
	shari	sbray
	Ankit	Thanks for the confirmation !
	shari	I have the pop up open
		when you try to activate it has the new license number and the old product number
	Ankit	Please accept the request for remote session.
		As per discussion over the remote session, The issue is resolved now.
	shari	I will double check everything again when I return from my appt
	Ankit	Sure.
		Is there anything else I may help you with ?
	shari	please figure out why I am not the CID
		and when that will change so we can remove the incorrect versions from the server
	Ankit	It appears you were using QuickBooks Enterprise Accountant 2024, which has a 1-user license. A
		Is there anything else I may help you with ?
		Are we still connected here?
	shari	We want enterprise accountant removed
		only use the 5 user license
	Ankit	Please send us an email from the registered email address at support@acecloudhosting.com so t

shari	and when will the change for POC take affect
Ankit	I will check with the team and will ask them to share an update today.
	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 the details of the chat session.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we can improve our service.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal.
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Ankit has ended this chat session</i>

Ch

not being

Visitor Details

#78640 salmakki
Email: salmakki@vineit.com ☎ 844 484 6348
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/ace-support/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: NEW PORT RICHEY
State: Florida
Country: UNITED STATES

Chat Transcript

salmakki	not being able to print or email in sage
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	Hello Sarah!

		May I confirm your registered account name with us?
		<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	salmakki	im reaching out in regards of one our clients (Marlow Marine)
		<i>Anjainay Singh accepted the chat transfer request.</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you to
		Are we still connected here?
		Are we still connected here?
	salmakki	yes
		hello
	Anjainay Singh	Hello Sarah.
		Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to
	salmakki	i need assistant with Sage 50 /rdp session
		i have tried troubleshoot it for hours
		it seesms it sage sever issue
	Anjainay Singh	I understand your concern.
		For better assistance could you please provide me a remote session of your server?
		Are we still connected?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call

Anjainay Singh has ended this chat session



Ch

Hel

Visitor Details

#78390 shari
Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 39 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representativ
shari	We got disconnected
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
shari	The only folder Joel.b and aadmin should be able to see is d:/client data/beacon marine
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
shari	Hi I was on a chat with someone else
Yash Kalra	Shari, don't worry now I am here to assist you.
	please let me know the issue so that I can assist you further
shari	We have 2 users that are still able to see folders and files on the server
	They should be hidden except the the beacon Marine folder on d:/ drive
Yash Kalra	Please stay connected, while we are making some changes from the backend.

shari	Ok
Yash Kalra	May I take the remote access of server for these users?
shari	Hang on I’m not there
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.
shari	One sec
Yash Kalra	Sure, please take your time
	Are we still connected here?
	Are we still connected here?

Yash Kalra has ended this chat session

Ch
Hel

Visitor Details

#78718 Michael Melton
Email: mmelton@4umitedsystems.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 38 Secs
City: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Michael Melton	VDI/DaaS Support
	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
	Abhijeet Arun Thakur	Thank you for reaching out to Ace Cloud Hosting. My name is Abhijeet. How can I assist you today?
	Michael Melton	Sage accounting won't run
		United systems
		ser link) UNISYSINC.myrealdata.net Use
	Abhijeet Arun Thakur	Let me transfer you to the concerned team.
		<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you to
		Hello Michael
	Michael Melton	Hi
		Sage won't run
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	Michael Melton	ser link) UNISYSINC.myrealdata.net Use
		Hello
	Anurag Sharma	Thanks for the confirmation !
		Are you the only one facing this issue?
	Michael Melton	Lesa
	Anurag Sharma	Lesa is also facing the same issue right?
	Michael Melton	I have not tried I'm on vacation
	Anurag Sharma	Okay so Lesa is the only one facing this issue.
		Do you face this issue frequently
		I have successfully rebooted the server in order to resolve the issue.
		Please login and check again if the issue is now resolved.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>

Ch

Hel

Visitor Details

#78322 Jade Yang

Email: jyang@visitingangels.com 📞 15598698711

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: LINDSAY

State: California

Country: UNITED STATES

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

		Server Resource Addition
	Acebuddy	Please select the resource type you'd like to add
	Jade Yang	Setback
	Acebuddy	Please select your request type.
	Jade Yang	Password Reset
	Acebuddy	Please select an option below
	Jade Yang	Already Enrolled to Selfcare Portal
	Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
		Do you need any further assistance on the topic?
	Jade Yang	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Kalra accepted the chat transfer request.</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	Jade Yang	Hello, I tried to reset the password for account 777CareQB. But it won't let me login anymore. It s
	Yash Kalra	Kindly allow me two minutes to check the same.
		<i>12:57:20 AMJade Yang is sharing a file with you</i> <i>Capture.JPG - (Size:18.1 KB)</i> <i>This is the error message</i>
		Jyang, please try to login now.
	Jade Yang	ok
		I wonder, if I typed in the wrong password, because it keeps saying that the logon attempt failed
	Yash Kalra	To change your password, please follow these steps: Access the Portal: Visit: https://myportal.acecloudhosting.com/login Login Credentials: Username: Your CID number (CID70378) Password: Your current password Forgot Password? If you need to reset your password, simply click the ' Forgot Password ' link on the login page ar
		<i>The visitor's name was changed from jyang to Jade Yang.</i>
	Jade Yang	going to try again

	I go to "Users" under "manage Account"
Yash Kalra	Jade, If you encounter any issues or require guidance on using the portal, we'd be happy to provide as:
Jade Yang	It works now. Thank you
Yash Kalra	Yes, there you will be seeing an option for password reset for the desired user. (Edited)
	Is there anything else I may help you with ?
Jade Yang	No, that is all.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end
	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 th
	I request you to kindly spare a moment to fill that out for me so that my managers can know how
	Note: You may change/reset your server password on your own by registering on our Selfcare Por
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Yash Kalra has ended this chat session</i>

Ch

International Filter Proc

ne

Visitor Details

#78723 joe.quinn
Email: joe.quinn@internationalfilterproducts.com 📞 818 802-0943
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=PMax_QB_Enterprise&utm_term=&utm_adgroup=QB_Enterprise_CEvW8EBnfg7T1X9E5Q8adkLKuBQMya238d4__oNd-I0hoChDQQAxD_BwE
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: SUN VALLEY

State: California
Country: UNITED STATES

Chat Transcript

joe.quinn	International Filter Products Need to fix our Avalara account and I need to get on the server.
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
joe.quinn	• Go to C:\Program Files (x86) \Avalara\ • Check the Avalara Folder Permission. Give full permissic Adapter\Bin. Right-click on the Register_for_ Adapter file and select Run as administrator. Right-cl administrator. • Open QuickBooks Desktop as Admin. Right click on QBD icon on your desktop >c
Aayush	May I know if you are our existing customer?
joe.quinn	Yes International Filter Products, Inc.
Aayush	This is sales department, do you require help with the support?
joe.quinn	yes
Aayush	Allow me to transfer this chat.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
joe.quinn	Thank you
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name? (Ed
joe.quinn	joseph.q@myrealdata.net (1).rdp
Yash Kalra	Please stay connected while we are making some changes from the backend.
joe.quinn	ok
Yash Kalra	We have made some changes from the backend please check now.
joe.quinn	what am I looking for?
Yash Kalra	we have successfully implemented these changes please check from your end now and confirm i
joe.quinn	ok just a moment
Yash Kalra	Sure, please take your time
joe.quinn	yes it is working again....thank you very much!!!
Yash Kalra	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end
	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 tl

I request you to kindly spare a moment to fill that out for me so that my managers can know how

Note: You may change/reset your server password on your own by registering on our Selfcare Por

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

Yash Kalra has ended this chat session

Ch
Hel

Visitor Details -----

#78345 RAUF SHEIKH
Email: raufsheikh1225@gmail.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat>.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: JUNAGADH
State: Gujarat
Country: INDIA

Chat Transcript -----

RAUF SHEIKH	Hello, I am your Acebuddy
Acebuddy	Hello Rauf Sheikh, I'm your Ace
	Whom Would You Like to Conne
RAUF SHEIKH	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RAUF SHEIKH	I'd like to raise a Request
Acebuddy	Please select your request type

	RAUF SHEIKH	Server Resource Addition
	Acebuddy	Please select the resource type
	RAUF SHEIKH	RAM/Memory
	Acebuddy	We understand that you want t
		Based on your Request, Please by sending an email at support
		Do note that adding additional performance issues or if you pl
		Hence, It is advised to connect memory so we can analyze the
		Do you need any further assist
		As we haven't got any response Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

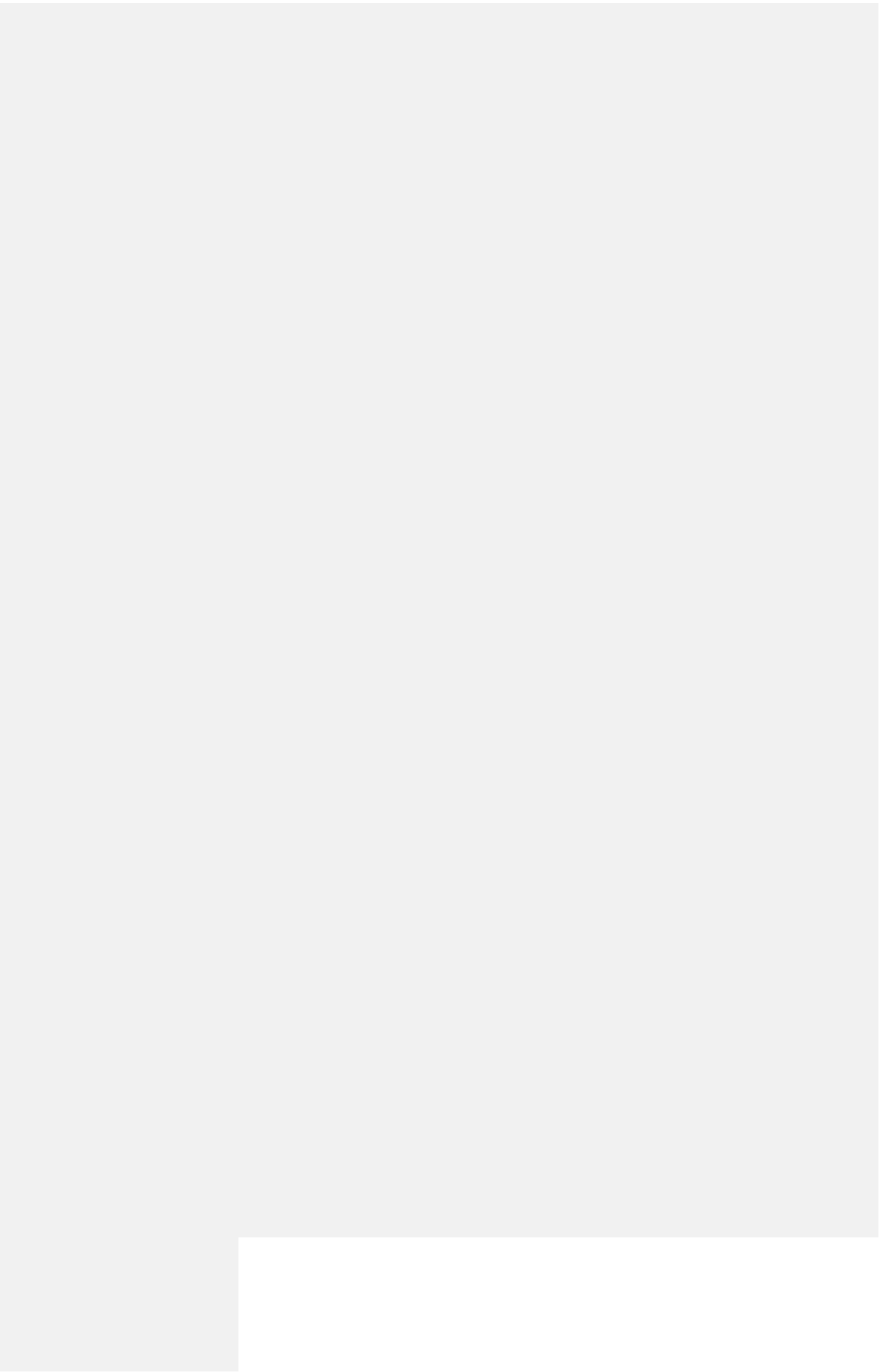
Ch

Hel

Visitor Details -----

#78636 Test
Email: test@abc.com 📞 87475436953
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-c
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript -----



Test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Bu
	Whom Would You Like to C
Test	Technical Support (QB & A
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test	I'd like to report an Issue
Acebuddy	Please select an option!
Test	Other Issue
Acebuddy	Please specify the issue yo representative!
Test	Want to connect for QB file
Acebuddy	Please wait while we conn
	<i>Acebuddy (bot) forwarded</i>
	<i>Ashutosh Mishra accepted</i>
Test	Hi
	<i>Ashutosh Mishra is transfe</i>
	<i>Ashutosh Mishra has ende</i>

