

Visitor Details

#78634 Lee Roberts
Email: lee@equitablecpa.com ☎ 8016608585
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: 48 Secs
City: SPANISH FORK
State: Utah
Country: UNITED STATES

Chat Transcript

Lee Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Lee Roberts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lee Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lee Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Lee Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lee Roberts	I cannot access the VD. Its like its not working.
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.

Lee Roberts	is the virtual desktop down?
Ashutosh Mishra	I will surely help you with this issue.
	Hello Lee, Kindly allow me two minutes to check the same.
	The VD is working in backend.
	Please try login again and if issue appears please share screenshot to isolate the issue.
Lee Roberts	ive been trying for 2 hours and it hasn't worked yet. i just tried and it worked! did you do something on your end?
Ashutosh Mishra	We refreshed the server from backend however it was accessible.
	Is this the first time you are facing this issue?
Lee Roberts	no its happened before but after i try for a few minutes i get on . this is the first time i've tried for 2 hours and it hasn't wc
Ashutosh Mishra	I see, we regret the inconvenience caused due to this.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Lee Roberts	im not sure. no one else has said anything. they are probably like me and if it works after a couple of tries, they just forge
Ashutosh Mishra	I see, please logout and check again if issue reappears. Make sure to use the log off button on your desktop. (Edited)
Lee Roberts	i logged off and back on and it worked fine
Ashutosh Mishra	We also did not find any issues from the backend, I will keep the ticket for this chat open for few days and will follow up w
	disconnection.
	Is there anything else I may help you with ?
Lee Roberts	i appreciate you help!
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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



Visitor Details

#78465 Susan Adams

Email: s.adams@moralesfinancial.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: 15 Secs

City: KATY

State: Texas

Country: UNITED STATES

Chat Transcript

Susan Adams	Hello, I am your Acebuddy
Acebuddy	Hello Susan Adams, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Susan Adams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan Adams	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Adams	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susan Adams	I logged in to the remote server for the first time and it's not working
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.
Susan Adams	ok
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
	May I take the remote access of your local computer?
Susan Adams	yes
Anjainay Singh	

	Prior providing the access, I would suggest you to close any important documents at your end.
Susan Adams	no important documents are open
Anjainay Singh	https://assist.acecloudhosting.com/join/4662323354
	Please copy this URL at your browser and download the setup.exe from it.
	Please click on setup file and click on agree and download and allow a remote access for me.
	Please stay connected here.
	Please renter your password.
	Please stay connected.
	Hello Susan.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	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.

Anjainay Singh has ended this chat session



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Visitor Details

#78473 Jennifer Schelhaas
Email: jennifer@atysolutions.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SIOUX FALLS
State: South Dakota
Country: UNITED STATES

Chat Transcript

Jennifer Schelhaas	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Schelhaas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Schelhaas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Schelhaas has ended this chat session	

Chat History

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Visitor Details

#78479 Denise Baxley

Email: denise@thesouthernway.com 📞 18037831061

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: 22 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

Denise Baxley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Denise Baxley	I'd like to report an Issue
Acebuddy	Please select an option!
Denise Baxley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Denise Baxley	We are trying to set up a Gmail email from our quickbooks and it is saying the web browser is not supported
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Denise Baxley	Never mind. We got it set up. Thank you
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Hello Denise
	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>



Visitor Details

#77733 Gabby Guerrero

Email: dbhitechsolutions@gmail.com 📞 12814944242

Department: Support(QB & App Hosting)

Operator: Manish 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 13 Secs

City: PEARLAND

State: Texas

Country: UNITED STATES

Chat Transcript

Gabby Guerrero	issues with logging in
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>
Gabby Guerrero	I just received an email with the password changed.
	how do I log in?
	<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 Damon. How are you doing today?
Gabby Guerrero	doing well
Yash Ahi	I will surely help you with the login Damon.
Gabby Guerrero	ticket # 703556
Yash Ahi	Could you please help me with your server name or business name once?
Gabby Guerrero	QBNXTPre.myrealdata.net
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
	<i>The visitor's phone number was changed from 2819107755 to 12814944242.</i>
Gabby Guerrero	ok...I just receive an email to change the password for the admin portal. I didn't receive an email for the server admin cha
Yash Ahi	Alright damon, it seems like the ticket is with billing department, as we transferred that to change the primary contact pe
	So, do not worry Damon, we will make sure we help you with the issue now.
	Let me transfer this chat to the billing department, so they can confirm few things and change the Primary contact persor
Gabby Guerrero	correct. i was able to verify and get that changed ahead
	I need help with the server side now
Yash Ahi	Okay so, you have the password.
Gabby Guerrero	no...the password to the quick books server needs to be changed now
	I only have access to the admin protal that billing gave to me.
Yash Ahi	Okay Damon.
Gabby Guerrero	the user Gabby on the quick books server, I need that password changed. I don't need Gabby's account deleted.
Yash Ahi	Alright, please allow me a minute. Let me check that.

Gabby Guerrero	ok.
	gateway server is RDGATL.myrealdata.net
	user is GabbyG.npre
Yash Ahi	Thank you for your patience Damon.
Gabby Guerrero	sure
Yash Ahi	As I can see your account. The Primary contact is not yet changed, so, let me just transfer your chat to the billing departn
	<i>Yash Ahi is transferring the chat to Billing.</i>
	<i>Siddharth Negi accepted the chat transfer request.</i>
Siddharth Negi	Hello Siddhartha, this side from ACE Cloud Hosting billing team. How may I assist you?
Gabby Guerrero	Spoke to you earlier. the email you sent with the password change was only to the portal
	I need the server password changed to access quickbooks.
	they sent me to you to change the POC
Siddharth Negi	Sure, please help give me 2 minutes.
	Are you still not able to access the account. We shared the temporary credentials on dbhitechsolutions@gmail.com as rec
Gabby Guerrero	yes....but that is to the admin portal. I trying to get access to the quick books server. your team will not change the passw
Siddharth Negi	Kindly allow me 2 minutes to check for the same.
Gabby Guerrero	ok
Siddharth Negi	We apologize for the inconvenience caused to you. We have escalated the issue to our concerned department to update y
Gabby Guerrero	no worries. just need to get this done as soon as possible.
Siddharth Negi	Okay sure.
	Is there anything else I can assist you with?
Gabby Guerrero	can you connect me to the appropriate department? I have to stay on top of this because its been 4 days already and I st
Siddharth Negi	Please allow me a minute.
	Thank you for waiting. We are transferring your chat to the concerned department, and they will assist you further.
	<i>Siddharth Negi is transferring the chat to Support(QB & App Hosting).</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.
Gabby Guerrero	I need have my POC changed.
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gabby Guerrero	QBNXTPre.myrealdata.net
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 :

	gguerrero@techpowerinternational.com
	Noted, I have seen the ticket regarding the issue.
Gabby Guerrero	I've already went through this and verified with billing via the last 4 of card on file. that person is no longer with the comp
Manish Singh	Yes
	Alright, we will send this ticket to the concerned department once done we will notify you over email.
	Is there anything else I may help you with ?
Gabby Guerrero	can you transfer me to the concerned department. its been 4 days and we are getting nowhere. I need this done now. the
Manish Singh	We cannot connect you over the chat, kindly provide us with the contact number so that we can arrange a call back accor
Gabby Guerrero	281.910.7755
	can you give me their number as well?
	?
Manish Singh	Please wait asking for the contact number
	Gabby, kindly email on this acecustomersuccess@acecloudhosting.com they will give you a callback (Edited)
	Moreover, I am sending this ticket to their department they will assist you accordingly.
Gabby Guerrero	I have the number thanks
Manish Singh	Great!
	Is there anything else I may help you with ?
	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

#77870 Sabastian Haynes
Email: sabastian@mdiremodeling.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 54 Secs
City: BECKLEY
State: West Virginia
Country: UNITED STATES

Chat Transcript -----

Sabastian Haynes	Hello, I am your Acebuddy
Acebuddy	Hello Sabastian Haynes, I'm y
	Whom Would You Like to Contr
Sabastian Haynes	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sabastian Haynes	I'd like to raise a Request
Acebuddy	Please select your request typ
Sabastian Haynes	Password Reset
Acebuddy	Please select an option below
Sabastian Haynes	Already Enrolled to Selfcare P
Acebuddy	Please follow the process mer
	Do you need any further assis
Sabastian Haynes	Yes
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Manish Singh accepted the ch</i>
Manish Singh	Thank you for contacting Ace
Sabastian Haynes	I need assistance reseting my
	my username is sabastianRH
Manish Singh	May I know your account nam

	Sabastian Haynes	sabastianRH
		Sabastian Haynes
	Manish Singh	Unable to find the account na
		May I know the CID number?
		Please send us an email from we could proceed further with
	Sabastian Haynes	When i open the ace app
		it ooens a window security rec
	Manish Singh	May I take the remote access
		https://assist.acecloudhosting
		Kindly paste this link in the br
		Prior providing the access, I w
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we (1-888-415-5240) if any furth

Manish Singh has ended this c

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Visitor Details

#78093 vincent ward

Email: info@lightstylelondon.co.uk ☎ 02085409743

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/support-cha

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: CARDIFF

State: Perth And Kinross

Country: UNITED KINGDOM

Chat Transcript -----

vincent ward	Hello, I am your Acebuddy
Acebuddy	Hello Vincent Ward, I'm your /
	Whom Would You Like to Contr
vincent ward	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vincent ward	I'd like to raise a Request
Acebuddy	Please select your request typ
vincent ward	Password Reset
Acebuddy	Please select an option below
vincent ward	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on supp password needs to be reset a
	Do you need any further assis
vincent ward	Yes
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Shivam Singh accepted the cl</i>
Shivam Singh	Thank you for contacting Ace
	I will be surely assisting you v
vincent ward	lightstyle.myrealdata.net
	Vincent Ward
Shivam Singh	Thanks for the information, Vi
	I understand that your reques know so I can assist you acco
vincent ward	yes please I can remember m
	cant*

Visitor Details -----

#78219 eduardocantore
Email: eduardocantore@hotmail.com 📞 17877917090
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 35 Secs
City: ROSARIO
State: Santa Fe
Country: ARGENTINA

Chat Transcript -----

eduardocantore	Hello, I am your Acebuddy
Acebuddy	Hello Eduardocantore, I'm you
	Whom Would You Like to Contr
eduardocantore	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eduardocantore	I'd like to report an Issue
Acebuddy	Please select an option!
eduardocantore	Other Issue
Acebuddy	Please specify the issue you a
eduardocantore	Hi The user Bohlke-3_MNA mu
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Gaurav Kumar declined the tr</i>
	<i>Anjainay Singh accepted the c</i>

	Anjainay Singh	Thank you for contacting Ace
	eduardocantore	Hi, Anjaina
		The user Bohlke-3_MNA must
	Anjainay Singh	Thank you for bringing this to you resolve it as quickly as pc
		Sure, I will provide the folder i
		In order to proceed with that v eduardocantore@hotmail.com
	eduardocantore	Yes no problem Please put a s
	Anjainay Singh	Sure I will provide the shortcu
	eduardocantore	I wait for email
	Anjainay Singh	Could you please provide the
		I got the location.
		<i>11:59:10 PM</i> Anjainay Singh is <i>image.png</i> - (<i>Size:44.34 KB</i>)
		I will do it on urgent basis.
	eduardocantore	yes these folder in blue
	Anjainay Singh	Sure Eduardo.
		After this chat gets disconnec documented email in which y
		This will take only 15-20 minu
	eduardocantore	ok thanks
	Anjainay Singh	Is there anything else I may h
	eduardocantore	NO thank you. I wait for email
	Anjainay Singh	Okay Eduard please stay conr from registered email address
		I am waiting for your email.
	eduardocantore	ok
	Anjainay Singh	Thankyou
		Please confirm when you are i
	eduardocantore	I have not received the email
	Anjainay Singh	As we have checked and foun icon at his desktop.
		Could you please confirm is it

		May I take the remote access
	eduardocantore	I check
	Anjainay Singh	Okay, could you please ask us
	eduardocantore	Ok, is working
		Thanks
	Anjainay Singh	Thankyou Eduardo for your cc
		Is there anything else I may h
	eduardocantore	No thank you again
	Anjainay Singh	Once the chat ends, we woulc smiling emoji.
		I will appreciate if you provide
		I will also share the ticket id w
		Thank you for choosing ACE c
	eduardocantore	some you
	Anjainay Singh	You may disconnect this chat
		<i>Anjainay Singh has ended this</i>

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Visitor Details -----

#78770 stevec
Email: stevec@lynchsupply.com 📞 8323706733
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 33 Secs
City: MADISONVILLE
State: Texas

Country: UNITED STATES

Chat Transcript -----

stevec	Hello, I am your Acebuddy
Acebuddy	Hello Steve Carter, I'm your A
	Whom Would You Like to Contr
stevec	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
stevec	I'd like to report an Issue
Acebuddy	Please select an option!
stevec	Other Issue
Acebuddy	Please specify the issue you a
stevec	Can not login for any user
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Shivam Singh accepted the cl</i>
Shivam Singh	Thank you for contacting Ace
	<i>4:51:52 PMstevec is sharing a</i> <i>Screenshot 2025-06-28 0620:</i>
	I deeply apologize for the incc
stevec	We sent 2 emails yesterday a
Shivam Singh	I will surely help you with this
	Could you please share the tic
stevec	Maybe this is number 721710
Shivam Singh	Thanks for providing the ticke server's name - LSCINC.myri
stevec	yes
Shivam Singh	Thanks, Steve
	Allow me 5 minutes to check ·
stevec	k
Shivam Singh	Much appreciated your coope

		Thanks for your patience, it is
		Steve, could you please try no
	stevec	hang on
	Shivam Singh	Sure, please take your time
	stevec	still get the message
	Shivam Singh	Thanks for the confirmation, a
		But before that Steve, Is this l
		Also, has it started effecting t
	stevec	This hs happened before. Yes,
	Shivam Singh	As I checked the server is up i gateway. May I take the remote access
	stevec	yes
	Shivam Singh	Thanks for your confirmation important documents at your
	stevec	go ahead
	Shivam Singh	Great, Kindly paste this link in
		https://assist.acecloudhosting
		I will be waiting for you to joir
		We are connected on the rem the time, I am putting the cha give your confirmation on this
		<i>5:21:24 PMShivam Singh is sh</i> MikeCarter@myrealdata.net.z
		I truly appreciate your patien minutes to have the team inv
	stevec	ok
	Shivam Singh	Also, could you please let me
		So that we can apprise you of
		Steve, are we still connected
		Are we still connected here?
		Are we still connected here?
		Thank you for choosing ACE c
		As there was no response, we (1-888-415-5240) if any furthi

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Visitor Details

#78359 t.morales
Email: t.morales@moralesfinancial.com 📞 1713906701
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 29 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

t.morales	Hello, I am your Acebuddy
Acebuddy	Hello Tino Morales, I'm your A
	Whom Would You Like to Contr
t.morales	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
t.morales	I'd like to raise a Request
Acebuddy	Please select your request typ
t.morales	Change in Users
Acebuddy	Please select your desired opt
t.morales	User Replacement

	Acebuddy	We do not recommend modify to disable the existing user (tl
		Registered Account Owners h owner, Please refer to the foll
		Do you need any further assis
	t.morales	Yes
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Anjainay Singh accepted the c</i>
	Anjainay Singh	Thank you for contacting Ace
	t.morales	Hello Anjainay, how are you to
	Anjainay Singh	I am doing good , Tino how ar
		Thank you for bringing this to you resolve it as quickly as pc
	t.morales	I'm doing well so far, I need s need to keep the same file ac to continue the same access v
	Anjainay Singh	Surely, I will be assisting you
		Could you please provide the User Full Name- User Email address- User Phone number-
	t.morales	is this for the old user or the r
	Anjainay Singh	new user Tino.
	t.morales	User Name: Susan Adams
	Anjainay Singh	Please also specify old user n
	t.morales	Email: s.adams@moralesfinar
		Phone: 281-783-6874
		and the user that needs to be Mary Aguilar.
	Anjainay Singh	Thankyou so much Tino.
	t.morales	you're welcome
	Anjainay Singh	I will send you an email after from registered email address (mailto:t.morales@moralesfin
	t.morales	okay

Anjainay Singh	Could you please also specify confirm the level of access?
t.morales	this is the file path to the files the QuickBooks Desktop Softw
Anjainay Singh	Thankyou so much for your cc
t.morales	you're welcome
Anjainay Singh	I will shortly send you the em
t.morales	ok
Anjainay Singh	Is there anything else I may h
t.morales	not at the moment no
Anjainay Singh	Once the chat ends, we woulc smiling emoji.
t.morales	sure
Anjainay Singh	I will also share the ticket id w
	Thank you for choosing ACE c
t.morales	ok
	Thank you, you too
Anjainay Singh	You may disconnect this chat.
	<i>Tino Morales has ended this c</i>

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Visitor Details -----

#77758 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-cha
Operating System: Mac OS
Browser: Mozilla Firefox

Device: Desktop
Average Response Time: 54 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Budd
	Whom Would You Like to Contr
shari	Technical Support (QB & App I
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 a
shari	checking status of install on E
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Gaurava Tyagi accepted the c</i>
	<i>Gaurava Tyagi is transferring .</i>
	<i>Yash Ahi accepted the chat tra</i>
Yash Ahi	Thank you for contacting Ace
	Hi Shari. How are you doing to
shari	hi - i am ok but really need to
	been waiting all day
Yash Ahi	I deeply apologize for the incc
	I will surely help you with this
	Could you please help me wit
shari	blue isle - drake
	jk services inc
Yash Ahi	

		Thank you for the information
		Thank you for your patience 5
		I just checked and it seems lik already tried to install it on th
	shari	I am on the phone with intuit
	Yash Ahi	Okay, you can just check for t
	shari	ok please hold
		they are transferring me
	Yash Ahi	Once you have the details, yo
		Okay Shari.
		Are we still connected here?
	shari	yes
	Yash Ahi	Did you checked with Intuit?
	shari	on with them now
	Yash Ahi	Oh Okay
	shari	said 1-5 minutes
	Yash Ahi	No Issues Shari.
		<i>Yash Ahi is transferring the ch</i>
		<i>Shubham Gupta accepted the</i>
	Shubham Gupta	Thank you for contacting Ace
	shari	hi I'm on hold with intuit
	Shubham Gupta	Sure, take your time
	shari	I am noticing I had some of m
		I am missing QB Accountant 2
		I only have QB Desktop Accou
		Please also make sure Jim anc
		<i>Shubham Gupta is transferrin</i>
		<i>Tushar accepted the chat tran</i>
	Tushar	Hello Shari, we will make sure your desktop.
	shari	I don't understand why they v
		the only two users that have l

		I will have to call back tomorrow.
	Tushar	We will check on previous tickets.
		Okay.
	shari	ok I will check back in the am
	Tushar	Is there anything else I may help you with?
		Thank you for choosing ACE cloudhosting.
		You may end this chat now. Or you may continue the conversation, along with a ticket number.
		I request you to kindly spare a moment for our support team to be working. I will appreciate that. Thanks!
		Note: You may change/reset your password here (https://selfcare.acecloudhosting.com/)
		For self-help, check out our Knowledge Base.
		<i>Tushar has ended this chat session.</i>

Chat History

He

Visitor Details

#77862 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript -----		
	shari	Hello, I am your Acebuddy
	Acebuddy	Hello Shari, I'm your Ace Budd
		Whom Would You Like to Contr
	shari	Technical Support (QB & App I
	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 a
	shari	I am trying to set up the login
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Manish Singh accepted the ch</i>
	Manish Singh	Thank you for contacting Ace
	shari	Hi Manish
	Manish Singh	I will surely help you with this
	shari	I am working remotely on one
	Manish Singh	May I know the username wh
	shari	It won't connect with the aadr
	Manish Singh	User aadmin is already logge
		<i>12:33:56 AMManish Singh is s</i> <i>image.png - (Size:19.69 KB)</i>
	shari	Ok I have logged off
		can you set it up where it aut
	Manish Singh	You can just use logoff icon w
		I will help the user to be not i
	shari	ok it is multiple computers in
		I logged off but it must still be
		can you please log it off

	Manish Singh	Yes, you can access one RDP .
		I have signed off the user for .
	shari	understood but typically if I lo
	Manish Singh	Try to access now.
		Yes It will
		Firstly you have to log off the
		To access it on another
		Is there anything else I may h
		As the user is successfully abl
	shari	yes thank you
	Manish Singh	Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr

Manish Singh has ended this c

Ch

He

Visitor Details -----

#78059 jdavis
Email: jdavis@willscpas.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-cha

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: CHARLOTTESVILLE
State: Virginia
Country: UNITED STATES

Chat Transcript -----

jdavis	Hello, I am your Acebuddy
Acebuddy	Hello Jdavis, I'm your Ace Bud
	Whom Would You Like to Contr
jdavis	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jdavis	I'd like to report an Issue
Acebuddy	Please select an option!
jdavis	Other Issue
Acebuddy	Please specify the issue you a
jdavis	Microsoft will not work correct
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Manish Singh accepted the ch</i>
	<i>Manish Singh is transferring t</i>
	<i>Shubham Kataria accepted th</i>
Shubham Kataria	Thank you for contacting Ace today.
jdavis	Microsoft will not work correct
Shubham Kataria	hello Jdavis
	I will be surely assisting you v
jdavis	Joshua Davis
	JDavis@willscpas.com
	wills.myrealdata.net
Shubham Kataria	Thank you for the information

	jdavis	One Drive is the main issue. I seems to not open
		While the other do
	Shubham Kataria	Alright, So you're the only use
	jdavis	yes
	Shubham Kataria	May I take the remote access
	jdavis	yes
	Shubham Kataria	Prior providing the access, I w
	jdavis	All closed up
	Shubham Kataria	We are connected on the rem the time, I am putting the cha give your confirmation on this
		As we haven't got any respon Kindly re-initiate the chat.
Ended due to chat idle timeou		

Chat

He

Visitor Details

#78631 team

Email: team@infiniteaccountants.com 📞 2125440001

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/support-cha

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript		
	team	Hello, I am your Acebuddy
	Acebuddy	Hello Team, I'm your Ace Budd
		Whom Would You Like to Contr
	team	Technical Support (QB & App I
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	team	I'd like to report an Issue
	Acebuddy	Please select an option!
	team	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issu
	team	QuickBooks Login Issue
	Acebuddy	I understand that you are una help you with resolving the is:
		Was that helpful?
	team	No
	Acebuddy	No issues, please wait while I
		<i>Acebuddy (bot) forwarded the</i>
		<i>Tushar accepted the chat tran</i>
	Tushar	Thank you for contacting Ace
	team	Good day, may I have an assi
	Tushar	Yes
		Currently there is a maintenai
		It will be accessible soon in ne
		Is there anything else I may h
	team	We are encountering a proble password and login is not wor
	Tushar	Kindly try to login after 10 to soon.
	team	okay thank you
		much appreciated
		i'll get back to you after 10 to

	Tushar	Sure, please do connect with
		Kindly share your feedback by
		Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr
Tushar has ended this chat session		
Chat Summary		
Visitor Details		
#77969 srinivas		
Email: srinivas@taxgeeks.com 📞 2252847776		
Department: Support(QB & App Hosting)		
Operator: Anjainay Singh		
Website: https://www.acecloudhosting.com/support-chat		
Operating System: Microsoft Windows		
Browser: Google Chrome		
Device: Desktop		
Average Response Time: 55 Secs		
City: WILMINGTON		
State: Illinois		
Country: UNITED STATES		
Chat Transcript		
	srinivas	Hello, I am your Acebuddy

	Acebuddy	Hello Srinivas, I'm your Ace B
		Whom Would You Like to Contr
	srinivas	Technical Support (QB & App I
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	srinivas	I'd like to report an Issue
	Acebuddy	Please select an option!
	srinivas	Other Issue
	Acebuddy	Please specify the issue you a
	srinivas	OLD server
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Anjainay Singh accepted the c</i>
	srinivas	hi
	Anjainay Singh	Thank you for contacting Ace
	srinivas	we have the old server TAXG1
		CAN YOU make it active
		few proseries file status is not
		we are currently using TAXGE
	Anjainay Singh	Sure Srinivas , I will assist you
	srinivas	it is urgent
	Anjainay Singh	Please provide me two minute
		I am discussing it with my ser
	srinivas	thanks
	Anjainay Singh	Srinivas I have activated the s
		Could you please confirm are
	srinivas	checking
	Anjainay Singh	Sure.
	srinivas	please make sure that you ke
		for some reason we are missi
		becoming a big issue
	Anjainay Singh	Sure I will make sure that we

		notification from you to close
		I totally understand your conc
		Is there anything else I may h
	srinivas	one min
	Anjainay Singh	Sure.
	srinivas	from the old server to new se
		can you remove the mapping drive path
	Anjainay Singh	Sure please let me pass this in resolution.
	srinivas	ok
	Anjainay Singh	May I take the remote access
	srinivas	the old or new?
	Anjainay Singh	I need access of both server s
		I want remote access of old se
	srinivas	ok
	Anjainay Singh	Please provide me remote acc
		Could you please help me to I
	srinivas	it is on new server
	Anjainay Singh	Please provide me remote acc
	srinivas	ok
		don't worrry
		I can right click on click on DI!
	Anjainay Singh	Sure you can click on disconn
	srinivas	GOT IT
		i got it done
		just keep the old server activ
		thanks
		bye
	Anjainay Singh	As I need to make sure that Z
	srinivas	can you do it from your side?
		now I disconnected on my pc

Anjainay Singh	Okay no worries actually I need to drive from every users end.
srinivas	you want to restart now ?
Anjainay Singh	We may do it later as well in r
	Please provide your approval
srinivas	you can do it now
Anjainay Singh	Sure I am rebooting the serve
srinivas	ok
Anjainay Singh	I have rebooted the new servi
	I have rebooted the server an
	Are we connected?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we (1-888-415-5240) if any furth
	<i>Anjainay Singh has ended this</i>

Ch

He

Visitor Details

#78572 Rose Dunaway

Email: rose@heroic.cpa

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: WILLISTON

State: Florida

	Country: UNITED STATES	
	Chat Transcript -----	
	Rose Dunaway	Hello, I am your Acebuddy
	Acebuddy	Hello Rose Dunaway, I'm your
		Whom Would You Like to Contr
	Rose Dunaway	Technical Support (QB & App I
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rose Dunaway	I'd like to report an Issue
	Acebuddy	Please select an option!
	Rose Dunaway	Other Issue
	Acebuddy	Please specify the issue you a
	Rose Dunaway	Slow Computer
	Acebuddy	Please wait while we connect
	Acebuddy (bot) forwarded the	
	Yash Kalra accepted the chat	
	Yash Kalra	Thank you for contacting Ace (Edited)
		I will be surely assisting you v
		Are we still connected here?
	Rose Dunaway	My username is Rose.D
	Yash Kalra	Hello Rose, kindly help me wil
	Rose Dunaway	Server is HSProSeries.myrealc
	Yash Kalra	Kindly allow me two minutes t
	Rose Dunaway	Doesn't seem to be a server i:
	Yash Kalra	Rose, please remain connecte
	Rose Dunaway	Ok
	Yash Kalra	May I take the remote access
	Rose Dunaway	Yes
	Yash Kalra	Prior providing the access, I w
		Kindly Click on the link and op

	https://assist.acecloudhosting
	Please let me know if you nee
	Please elaborate the issue so
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?]
	As there was no response, we (1-888-415-5240) if any furth

Yash Kalra has ended this cha

Ch

He

Visitor Details -----

#78555 elizabeth
Email: elizabeth@vingc.com 📞 17814070606
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: HYANNIS
State: Massachusetts
Country: UNITED STATES

Chat Transcript -----

elizabeth	Hello, I am your Acebuddy
Acebuddy	Hello Elizabeth, I'm your Ace I
	Whom Would You Like to Contr

	elizabeth	Technical Support (QB & App I
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	elizabeth	I'd like to report an Issue
	Acebuddy	Please select an option!
	elizabeth	Other Issue
	Acebuddy	Please specify the issue you a
	elizabeth	REMOTE DESKTOP CONNECTIO
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Anurag Sharma accepted the</i>
	Anurag Sharma	Thank you for contacting Ace
	elizabeth	error 0x3000016
	Anurag Sharma	Hello Elizabeth
		I deeply apologize for the incc
		I will be surely assisting you v
	elizabeth	ElizabethGa@myrealdata.net
		It just connected
		I think I'm all set
	Anurag Sharma	Great, is there anything else I
	elizabeth	No. Thank you
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if y chat.
		Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr

Chat

Visitor Details

#78083 Brenda Rosales
Email: brenda.rosales@eneos.com.ph ☎ 636325071840
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 51 Secs
City: MAYBUNGA
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your
	Whom Would You Like to Conr
Brenda Rosales	Technical Support (QB & App I
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 Issu
Brenda Rosales	QuickBooks Update

	Acebuddy	Quickbooks update related all application updates at the bank might get delayed due to unf
		If you're also getting an update support@acecloudhosting.com be and share a confirmation v
		Do you need any further assis
	Brenda Rosales	Yes
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Shashwat Verma accepted the</i>
	Shashwat Verma	Thank you for contacting Ace
	Brenda Rosales	Hello Brenda
		Hi Shashwat
		i think we also chat yesterday
		but anyways
		i would like to follow up on my
		i have not seen any charges y
		and not seen any QB installat
	Shashwat Verma	I will surely help you with this
		Kindly allow me two minutes t
	Brenda Rosales	please help
		thank u
	Shashwat Verma	Brenda, we have checked and delay was caused by the billir currently escalated with the b before your deadline
	Brenda Rosales	oh my gee
		thank u
	Shashwat Verma	I have just checked with team you have shared is outside th
	Brenda Rosales	thank u for checking
	Shashwat Verma	Brenda, can we get the new b
	Brenda Rosales	i already informed our bank a
		we can do bank transfer if nec

		because we do bank transfer
	Shashwat Verma	Kindly allow me two minutes t
	Brenda Rosales	thank u
	Shashwat Verma	Brenda, kindly check your em
	Brenda Rosales	no email
		but i have been following up c
	Shashwat Verma	As I have just escalated this n billing process
	Brenda Rosales	thank u so much
	Shashwat Verma	I really appreciate your efforts
		In each circumstance we'll ge
	Brenda Rosales	yes, because record keeping i
		thank u for the help always!
	Shashwat Verma	Thanks, Brenda, also billing te
	Brenda Rosales	thank u again Shashwat
	Shashwat Verma	Is there anything else I may h
	Brenda Rosales	none
	Shashwat Verma	Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr

Shashwat Verma has ended ti

Visitor Details -----

#78160 info.okdriver
Email: info.okdriver@gmail.com ☎ 9319500121
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: DELHI
State: Delhi
Country: INDIA

Chat Transcript -----

info.okdriver	Hello, I am your Acebuddy
Acebuddy	Hello Info.okdriver, I'm your A
	Whom Would You Like to Contr
info.okdriver	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any respon Kindly re-initiate the chat.

Ended due to chat idle timeou

Visitor Details -----

#78149 carrie morrell

Email: officemanager@woodlawnandlandscaping.com 📧
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: NEWPORT
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

carrie morrell	Hello, I am your Acebuddy
Acebuddy	Hello Officemanager, I'm your
	Whom Would You Like to Contr
carrie morrell	Technical Support (QB & App I
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 Issu
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you a
carrie morrell	printer not working
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Anjainay Singh accepted the c</i>
Anjainay Singh	Thank you for contacting Ace
carrie morrell	you helped me before, printer
Anjainay Singh	Thank you for bringing this to you resolve it as quickly as pc
	Could you please confirm sinc
carrie morrell	it happens every few days, ur

Anjainay Singh	Thankyou for your informatior
	May I take the remote access
	Prior providing the access, I w
	https://assist.acecloudhosting
	Please copy this URL at your I
	We are connected remotely.
	Please confirm the session so
	Could you please confirm the
	Please stay connected.
	Could you please remove the
	Please stay connected.
	Are we still connected?
	Are we still connected?
	As there was no response, we (1-888-415-5240) if any furth

Anjainay Singh has ended this

Ch

He

Visitor Details -----

#78295 will
Email: will@soleilfoors.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-cha
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 49 Secs
City: ROUND ROCK
State: Texas

Country: UNITED STATES	
Chat Transcript -----	
will	Hello, I am your Acebuddy
Acebuddy	Hello Will, I'm your Ace Buddy
	Whom Would You Like to Contr
will	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will	I'd like to report an Issue
Acebuddy	Please select an option!
will	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
will	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound goc
	Was that helpful?
will	No
Acebuddy	No issues, please wait while I
	<i>Acebuddy (bot) forwarded the</i>
will	I cannot login to the remote s Home Screen
	<i>Deepak Taneja declined the tr</i>
	hello
	<i>Manish Singh accepted the ch</i>
	<i>Manish Singh is transferring ti</i>
	<i>Ashutosh Mishra accepted the</i>
Ashutosh Mishra	Thank you for contacting Ace
	Hello Will, I will be surely assi: name?
will	I am not sure, it is for my com
	can I please grant remote acc
Ashutosh Mishra	Thanks for the confirmation !

		Sure, please allow me few min for remote session.
	will	ok
	Ashutosh Mishra	I checked on server and your
	will	it says unable to connect
	Ashutosh Mishra	Is this the first time you are facing this?
	will	no
	Ashutosh Mishra	Is this issue occurring only for you?
	will	once last week
		I don't know
	Ashutosh Mishra	Thanks for the confirmation !
		May I take the remote access?
	will	yes
	Ashutosh Mishra	Prior providing the access, I will check on your local computer.
	will	ok
	Ashutosh Mishra	Kindly paste this link in the browser.
		https://assist.acecloudhosting.com
	will	is it fixed?
	Ashutosh Mishra	We are not connected on remote session.
		I will check on your local computer and a user Shreenwh is also logged in.
	will	now
		?
	Ashutosh Mishra	Please accept all permission prompts.
		I see that you are now logged in.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we will disconnect you from the remote session. (1-888-415-5240) if any further assistance is required.
		<i>Ashutosh Mishra has ended the session.</i>

Visitor Details

#77868 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: https://www.acecloudhosting.com/support-cha

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: WILLISTON

State: Florida

Country: UNITED STATES

Chat Transcript

ricky pais	Hello, I am your Acebuddy
Acebuddy	Hello Ricky Pais, I'm your Ace
	Whom Would You Like to Contr
ricky pais	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to report an Issue
Acebuddy	Please select an option!
ricky pais	Other Issue
Acebuddy	Please specify the issue you a
ricky pais	Everyone in our office accessi our local internet appears to b
Acebuddy	Please wait while we connect

Acebuddy (bot) forwarded the

		<i>Shubham Kataria accepted th</i>
	Shubham Kataria	Thank you for contacting Ace today.
	ricky pais	hello
	Shubham Kataria	I will be surely assisting you v
		hello Ricky
	ricky pais	HSProseries.myrealdata
	Shubham Kataria	Kindly confirm if you're also re
	ricky pais	[Window Title] Remote Desktc "HSProSeries.myrealdata.net" the specified network. Verify t Hide details [OK] [Expanded I (UTC): 06/04/25 07:54:55 PM
	Shubham Kataria	Please allow me two minutes
	ricky pais	ok
	Shubham Kataria	Please be connected our syst
		Kindly confirm if someone has
	ricky pais	i don't believe so, not today?
	Shubham Kataria	okay
	ricky pais	i would have to check with ev on my home computer, but i l
	Shubham Kataria	Okay no problem, We are wor
	ricky pais	thank you
	Shubham Kataria	Kindly ask everyone to try to
	ricky pais	it appears to be working again
	Shubham Kataria	It was related to the network stopped working.
		But now the server is up, you
	ricky pais	ok, thank you.
	Shubham Kataria	You're welcome
		Is there anything else I may h
	ricky pais	no, thank you for your assista
	Shubham Kataria	I would greatly appreciate if y smileys at the end of this cha
		Thank you for choosing ACE c

You may end this chat now. O
conversation, along with a tic

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

Note: You may change/reset y
(<https://selfcare.acecloudhost>

For self-help, check out our Kr

Shubham Kataria has ended t

Ch
He

Visitor Details -----

#78779 sll
Email: sll@sllcpa.com 📞 8473708883
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: <https://www.acecloudhosting.com/support-cha>
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.
	Whom Would You Like to Contr
sll	Technical Support (QB & App I

	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 a
	sll	Unable to log in. Not recogniz
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Rohit Kumar accepted the cha</i>
	Rohit Kumar	Thank you for contacting Ace
	sll	Steven L Lopata CPA LTD - CIE
	Rohit Kumar	Thank you for the information
		If I understand you correctly y
	sll	Keeps asking me to enter pas
	Rohit Kumar	Alright. Let me check the deta
	sll	ok
	Rohit Kumar	thanks
		May I know if this is for user: ?
	sll	yes
	Rohit Kumar	Thanks
		We see that you're already en
		To reset the password using S
		1. Visit Selfcare Portal (https 2. Enter your Server Usernam 3. Enter the CAPTCHA verifika 4. In the window that opens, 5. Enter your new password a
		Please let me know if you can
	sll	ok... I'm good. Thanks.
	Rohit Kumar	alright.
		Is there anything else I may h

		technicians will connect with you.
		If you are facing any issue/problem, please select an option from below.
	cesar	Yes, I'm facing issues with my printer.
	Acebuddy	Please select an option!
	cesar	Other Issue
	Acebuddy	Please specify the issue you are facing.
	cesar	You wanted me to call, ticket id is 1234567890.
	Acebuddy	Please wait while we connect you to a technician.
		<i>Acebuddy (bot) forwarded the message to the concerned person.</i>
		<i>Ashutosh Mishra accepted the chat.</i>
	Ashutosh Mishra	Thank you for contacting Acecloudhost. I will surely help you with this.
		I will surely help you with this.
		Please let us know if we can connect you to a technician.
	cesar	yes
		770-685-4834
	Ashutosh Mishra	Can we contact in 15 to 20 minutes?
	cesar	sure
	Ashutosh Mishra	Thanks for the confirmation !
		I have forwarded the ticket to a technician for assistance over the phone.
		Is there anything else I may help you with?
	cesar	no, thanks.
	Ashutosh Mishra	Thank you for choosing ACEcloudhost. You may end this chat now. Or you may continue the conversation, along with a ticket id.
		I request you to kindly spare a moment for our survey. We are currently working. I will appreciate that. Thanks!
		Note: You may change/reset your password from here (https://selfcare.acecloudhost.com/). For self-help, check out our Knowledge Base.
		<i>Ashutosh Mishra has ended the chat.</i>

Curt

Hello

Visitor Details

#77745 **curt.anderson**
Email: curt.anderson@nciusa.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 19 Secs
City: LITITZ
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

curt.anderson	Hello, I am your Acebuddy
Acebuddy	Hello Curt.anderson, I'm your
	Whom Would You Like to Contr
curt.anderson	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
curt.anderson	I'd like to report an Issue
Acebuddy	Please select an option!
curt.anderson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
curt.anderson	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound goc
	Was that helpful?

	curt.anderson	No
	Acebuddy	No issues, please wait while I
		<i>Acebuddy (bot) forwarded the</i>
		<i>Shubham Kataria accepted th</i>
	Shubham Kataria	Thank you for contacting Ace today.
	curt.anderson	My quickbooks froze while I w
	Shubham Kataria	I will be surely assisting you w
	curt.anderson	Network Connections & myrea
	Shubham Kataria	Thank you for the information
		Thank you for your patience.
		I've unfreeze your QuickBooks
		And would like to inform you t placed on your task bar.
	curt.anderson	OK.Thanks for your help.
	Shubham Kataria	You're welcome
		Is there anything else I may h
	curt.anderson	That is all
	Shubham Kataria	I would greatly appreciate if y chat.
		Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr
		<i>Shubham Kataria has ended t</i>

Visitor Details -----

#77955 jolai.clover
Email: jolai.clover@gmail.com 📞 85294261088
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SHEUNG WAN
State: Hong Kong
Country: HONG KONG

Chat Transcript -----

jolai.clover	Hello, I am your Acebuddy
Acebuddy	Hello Jolai.clover, I'm your Ace
	Whom Would You Like to Contr
jolai.clover	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jolai.clover	I'd like to raise a Request
Acebuddy	Please select your request typ
jolai.clover	Application Version Upgrade
Acebuddy	Please select the application y
jolai.clover	QuickBooks
Acebuddy	Please email us the below-me provide you with an update vi
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Ente• License Number• Product Code
	Generally, application upgrad

	Akash	Hi Charlie, How can I help ?
	charlie	Hello. We had Drake Tax hosti
		our VM be closed down. Howe
		price on this?
		My firm is Centennial CPA, Las
	Akash	Hi Charlie, please allow me a
	charlie	ok
	Akash	Do you wish to host QuickBoo
	charlie	new setup ?
		A new setup please.
		I would like the old account st
		Everything on the old account
	Akash	Understood, and you would lil
	charlie	company or a different one ?
		Same company. 2 users, yes
	Akash	In that case, I will recommenc
	charlie	my team will ensure that stor
		Ok, great. Let's do it.
		Please wipe everything from t
		the old data or apps
	Akash	Let me transfer you to the sup
	Akash is transferring the chat	
	Anjainay Singh accepted the c	
	Anjainay Singh	Thank you for contacting Ace
	charlie	Ok, what is the price per user
		Hello
	Anjainay Singh	Thank you for bringing this to
		you resolve it as quickly as pc
		Could you please confirm whe
		access to new server?
	charlie	Yes. We will be installing Quic
	Anjainay Singh	Thankyou for your confirmatic
		Could you please provide the
		License details -
		Product Code-
		Could you please also provide

		Users Email address- Users Phone Number- Users Full Name-
	charlie	I don't have the license numb
	Anjainay Singh	Sure.
	charlie	The two users: (1) Charlie Ezu accounting@centennialhillscp
	Anjainay Singh	Could you please also share t
	charlie	Can we do 2 factor by email i
	Anjainay Singh	Yes we can do that but we nee necessary details.
	charlie	Company telephone: 702.462
	Anjainay Singh	Sure I will same telephone nu
	charlie	Thanks.
	Anjainay Singh	Please also share the QB 2024
		. (Edited)
		Please also share your author Charlie@centennialhillscpa.cc
	charlie	Ok, I will send that shortly
		What is the price for 2 users?
	Anjainay Singh	Once this chat gets disconnec license details .
	charlie	Sounds good
	Anjainay Singh	I will send the request to sale
		They will update you the prici
	charlie	ok
	Anjainay Singh	Is there anything else I may h
		Are we still connected here?
	charlie	All good. Thank you :)
	Anjainay Singh	Once the chat ends, we woulc smiling emoji.
		<i>Anjainay Singh has ended this</i>

Chris Digman

Visitor Details

#78055 Chris Digman
Email: ap@cjklns.com ☎ 9197445455
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chris Digman	Hello, I am your Acebuddy
Acebuddy	Hello Chris Digman, I'm your ,
	Whom Would You Like to Contr
Chris Digman	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Digman	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Digman	Other Issue
Acebuddy	Please specify the issue you a
Chris Digman	Getting the error in all Microso Microsoft 365 Account on this
Acebuddy	Please wait while we connect
Acebuddy (bot) forwarded the	
Yash Ahi accepted the chat tr	

	Yash Ahi	Thank you for contacting Ace
		Hi Chris. How are you doing to
	Chris Digman	ok thanks
	Yash Ahi	I will surely help you with this
		Could you please help me wit
	Chris Digman	MDG Partners
	Yash Ahi	Thank you for the information
		Kindly allow me two minutes t
	Chris Digman	sure
	Yash Ahi	Thank you for your patience.
		May I take the remote access
	Chris Digman	yes
	Yash Ahi	Prior providing the access, I w
	Chris Digman	done
	Yash Ahi	Kindly paste this link in the br https://assist.acecloudhosting
		We are connected on the rem the time, I am putting the cha give your confirmation on this
		As we haven't got any respon Kindly re-initiate the chat.

Ended due to chat idle timeou

Ch

He

Visitor Details -----

#77836 heidi
Email: heidi@scottscpa.com ☎ 512-900-7974 ext 115
Department: Support(QB & App Hosting)

Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript -----

heidi	Hello, I am your Acebuddy
Acebuddy	Hello Heidi, I'm your Ace Budc
	Whom Would You Like to Contr
heidi	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
heidi	I'd like to report an Issue
Acebuddy	Please select an option!
heidi	Other Issue
Acebuddy	Please specify the issue you a
heidi	can't log into ACE
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Anjainay Singh accepted the c</i>
Anjainay Singh	Thank you for contacting Ace
heidi	morning --- now that I started
Anjainay Singh	I understand your issue and tl
	Since when and how many tir
heidi	just today
	but I am logged in now
	just took 6 tried
Anjainay Singh	Could you please confirm that
	May I take the remote access

	heidi	I don't know if anyone had- no
		why
	Anjainay Singh	As this issue may appear again
	heidi	sorry I don't have time this morning
		if it happens again I will reach out
	Anjainay Singh	No worries , I understand your concern
	heidi	thanks
	Anjainay Singh	Thankyou for your confirmation
		Is there anything else I may help you with
		Once the chat ends, we would like to see you with a smiling emoji.
	heidi	no that is all ..
		have a nice day
	Anjainay Singh	I will also share the ticket id with you
	heidi	ok
	Anjainay Singh	You can provide us the status of the ticket
		You may close this chat.
		Thank you for choosing ACE cloud hosting
		<i>Anjainay Singh has ended this chat</i>

Chat

Heidi

Visitor Details

#78211 Richard Schmidt

Email: r.schmidt@rcfpllc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 7 Secs
City: WALDORF
State: Maryland
Country: UNITED STATES

Chat Transcript -----

Richard Schmidt	Hello, I am your Acebuddy
Acebuddy	Hello Richard Schmidt, I'm yo
	Whom Would You Like to Contr
Richard Schmidt	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Richard Schmidt	I'd like to report an Issue
Acebuddy	Please select an option!
Richard Schmidt	Other Issue
Acebuddy	Please specify the issue you a
Richard Schmidt	Please see Ticket ID #709180
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Anurag Sharma accepted the</i>
Anurag Sharma	Thank you for contacting Ace
	Hello Richard
	Are we still connected here?
	Are we still connected here?
Richard Schmidt	We are still connected.
Anurag Sharma	Thanks for the confirmation !
	Richard, could you please elal
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we

(1-888-415-5240) if any further

Thank you for choosing ACE c

Anurag Sharma has ended the thread.

Ch

He

Visitor Details

#78199 zahid

Email: zahid@columbiatax.onmicrosoft.com

Department: Support(OB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Transcript

zahid	Hello, I am your Acebuddy
Acebuddy	Hello Zahid, I'm your Ace Bud
	Whom Would You Like to Conn
zahid	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	

		What type of QuickBooks Issu
	zahid	QuickBooks Update
	Acebuddy	Quickbooks update related al application updates at the bar might get delayed due to unf
		If you're also getting an updat support@acecloudhosting.cor be and share a confirmation v
		Do you need any further assis
		As we haven't got any respon Kindly re-initiate the chat.
		<i>Ended due to chat idle timeou</i>

Ch
He

Visitor Details -----

#78207 Laurie Tyre
Email: laurie@applied-adventure.com 📞 19708333139
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-cha
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: GRAND JUNCTION
State: Colorado
Country: UNITED STATES

Chat Transcript -----

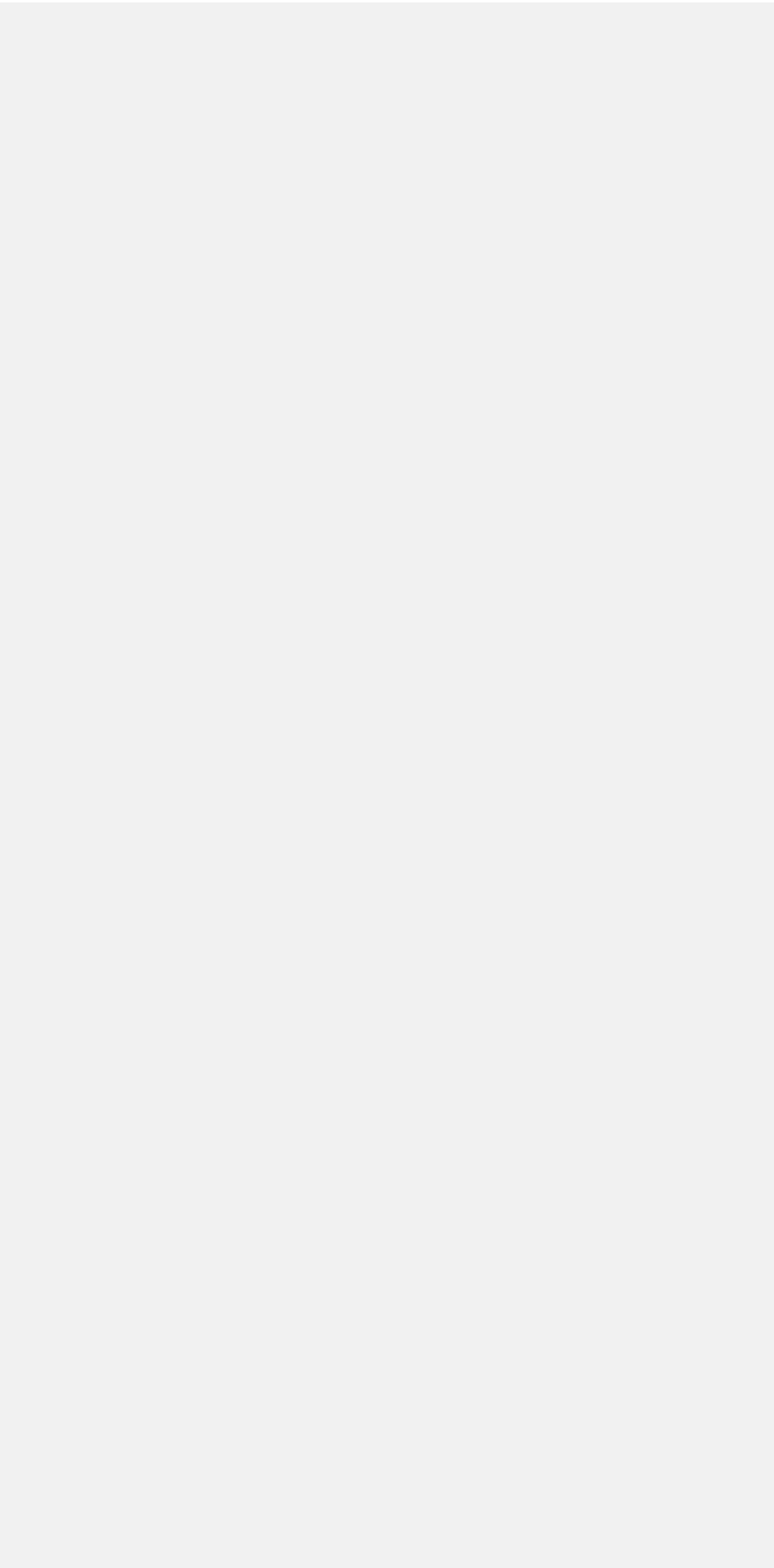
Laurie Tyre	Hello, I am your Acebuddy
Acebuddy	Hello Laurie, I'm your Ace Buc

		Whom Would You Like to Contr
	Laurie Tyre	Technical Support (QB & App I
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Laurie Tyre	I'd like to raise a Request
	Acebuddy	Please select your request typ
	Laurie Tyre	Application Update
	Acebuddy	Please send us an email at su once the task has been comp
		Typically, the application upda
		Do you need any further assis
		As we haven't got any respon Kindly re-initiate the chat.
		Ended due to chat idle timeou

Ch
He

Visitor Details -----

#77946 Jenifer Graham
Email: jgraham@mca80238.com 📞 3033880724
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Secs
City: DENVER
State: Colorado
Country: UNITED STATES



Chat Transcript -----

Jenifer Graham	Hello, I am your Acebuddy
Acebuddy	Hello Jenifer Graham, I'm your
	Whom Would You Like to Contr
Jenifer Graham	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenifer Graham	I'd like to report an Issue
Acebuddy	Please select an option!
Jenifer Graham	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Jenifer Graham	Other QB related issue
Acebuddy	Please specify the issue you a
Jenifer Graham	I am having issues being able
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
Jenifer Graham	I have restarted my computer
	<i>Anurag Sharma accepted the</i>
Anurag Sharma	Thank you for contacting Ace
	Hello Jenifer
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we (1-888-415-5240) if any furth
	Thank you for choosing ACE c
	<i>Anurag Sharma has ended thi</i>



Visitor Details -----

#78065 Omprakash Ahuja
Email: prakash@om-hospitality.com 📞 12817724678
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: JACKSONVILLE
State: Florida
Country: UNITED STATES

Chat Transcript -----

Omprakash Ahuja	Hello, I am your Acebuddy
Acebuddy	Hello Omprakash M Ahuja, I'm
	Whom Would You Like to Contr
Omprakash Ahuja	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Omprakash Ahuja	I'd like to raise a Request
Acebuddy	Please select your request typ
Omprakash Ahuja	Change in Users
Acebuddy	Please select your desired opt
Omprakash Ahuja	User Addition
Acebuddy	Registered Account Owners h
	owner, Please refer to the foll
	Do you need any further assis
	<i>The visitor's name and phone</i>
Omprakash Ahuja	Yes

	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the message</i>
		<i>Shubham Kataria accepted the invitation</i>
	Shubham Kataria	Thank you for contacting Ace today.
	Omprakash Ahuja	hi Shubham
	Shubham Kataria	Hello Omprakash
	Omprakash Ahuja	i reactivated a user Rosa now
	Shubham Kataria	I will be surely assisting you with this
	Omprakash Ahuja	earlier she had access to only
		merlin
		Rosa
	Shubham Kataria	Thank you for the information
		Could you please send us an email to
	Omprakash Ahuja	i sent an email earlier today to you, but i didn't see any response from your self, however i saw that i just
	Shubham Kataria	Yes, that's for user addition request. I will be sending you an email from your email - [prakash@omni.com]
	Omprakash Ahuja	would you please provide me with the details of the user
	Shubham Kataria	You may revert on same email with the details of the user
		Once we will receive your email, we will be able to assist you
	Omprakash Ahuja	i just sent an email, but the name of the user was not correct
		he was the last person to work on the project
		but email was to the Tushar P
	Shubham Kataria	Yes, that will be fine
		You may revert on this.
	Omprakash Ahuja	please let me know if you have received the email
	Shubham Kataria	Yes, I have received the email
		Let me provide the permission to you
	Omprakash Ahuja	awesome, thank you
	Shubham Kataria	You're welcome
		I have provided the required permissions

	Once the user log off and re-l
Omprakash Ahuja	perfect, i am able to view the
Shubham Kataria	You're welcome
	Is there anything else I may h
Omprakash Ahuja	no, thanks again
Shubham Kataria	I would greatly appreciate if y smileys at the end of this cha
	Thank you for choosing ACE c
	You may end this chat now. O conversation, along with a tic
	I request you to kindly spare a working. I will appreciate that Thanks!
	Note: You may change/reset y (https://selfcare.acecloudhost
	For self-help, check out our Kr
	<i>Shubham Kataria has ended t</i>

Ch

He

Visitor Details

#78747 Kelsey Tobias

Email: nicole.gandf@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RIPON

State: California

Country: UNITED STATES

Chat Transcript -----

Kelsey Tobias	Hello, I am your Acebuddy
Acebuddy	Hello Kelsey Tobias, I'm your /
	Whom Would You Like to Contr
Kelsey Tobias	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kelsey Tobias	I'd like to raise a Request
Acebuddy	Please select your request typ
Kelsey Tobias	Other Request
Acebuddy	Please drop an email to supp technicians will connect with ;
	If you are facing any issue/prc
	As we haven't got any respon Kindly re-initiate the chat.

Ended due to chat idle timeou

Ch

He

Visitor Details -----

#78068 william Coble
Email: edwardc@vetoutletinc.com 📞 575-763-5020
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
Average Response Time: 27 Secs
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript -----

william Coble	Hello, I am your Acebuddy
Acebuddy	Hello Edwardc, I'm your Ace B
	Whom Would You Like to Contr
william Coble	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	I'd like to report an Issue
Acebuddy	Please select an option!
william Coble	Other Issue
Acebuddy	Please specify the issue you a
william Coble	One Drive will not install on m
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Yash Ahi accepted the chat tra</i>
Yash Ahi	Thank you for contacting Ace
	Hi Edward. How are you doing
william Coble	Doing well, thank you. Howev
Yash Ahi	I will surely help you with this
	Could you please help me wit
william Coble	Thank you
	High Plains Vet Outlet Inc
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes I
	Thank you for your patience.
	May I take the remote access
william Coble	

		sure
	Yash Ahi	I just sent you a remote request
	william Coble	accepted
	Yash Ahi	Alright, let me check
		Alright Edward, I have installed
		Now you can use it.
	william Coble	Very good, thanks for your help
	Yash Ahi	My pleasure.
		Is there anything else I may help
		I have closed the remote session
		Are we still connected here?
		Are we still connected here?
		As there was no response, we will (1-888-415-5240) if any further
		<i>Yash Ahi has ended this chat session</i>

Ch
He

Visitor Details -----

#78031 jorge
Email: jorge@nautilus-homes.com 📞 19414002240
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SARASOTA
State: Florida
Country: UNITED STATES

Chat Transcript -----

jorge	Hello, I am your Acebuddy
Acebuddy	Hello Jorge, I'm your Ace Budc
	Whom Would You Like to Contr
jorge	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jorge	I'd like to raise a Request
Acebuddy	Please select your request typ
jorge	Application Update
Acebuddy	Please send us an email at su once the task has been comp
	Typically, the application upda
	Do you need any further assis
	As we haven't got any respon Kindly re-initiate the chat.

Ended due to chat idle timeou

Ch

He

Visitor Details -----

#78470 Lahka Peacock
Email: lahka@ruralfinancialservices.com 📞 1907304602
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
Average Response Time: 48 Secs
City: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript -----

Lahka Peacock	Hello, I am your Acebuddy
Acebuddy	Hello Lahka, I'm your Ace Bud
	Whom Would You Like to Contr
Lahka Peacock	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lahka Peacock	I'd like to report an Issue
Acebuddy	Please select an option!
Lahka Peacock	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Lahka Peacock	Other QB related issue
Acebuddy	Please specify the issue you a
Lahka Peacock	Server connection not working
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Anjainay Singh accepted the c</i>
Anjainay Singh	Thank you for contacting Ace
	Thank you for bringing this to you resolve it as quickly as pc
Lahka Peacock	Thank you
	<i>10:28:58 PMLahka Peacock is</i> <i>Ace Error.png - (Size:38.81 Ki</i>
	I have been getting this error times it eventually logs in.
	RFS_QB.Pro2 is one of the log
	The other is Qcard1.pro2
Anjainay Singh	I truly understand your conce

#77814 Dan Segawa
Email: dsegawa@armdynamics.com 📞 3102935861
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 49 Secs
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript -----

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your A
	Whom Would You Like to Contr
Dan Segawa	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Dan Segawa	Other QB related issue
Acebuddy	Please specify the issue you a
Dan Segawa	My users are not able to open
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Shubham Kataria accepted th</i>
	<i>Shubham Kataria is transferri</i>
	<i>Yash Kalra accepted the chat</i>
Yash Kalra	Thank you for contacting Ace
	I will be surely assisting you v
Dan Segawa	advancedarmprod

		you can remote to my session
		DanS
	Yash Kalra	Kindly allow me two minutes to
		sure, please allow me 2-3 minutes
		Dan, Could you please confirm if the issue is limited to specific users?
	Dan Segawa	for everyone
		it just started today
		did you guys update something?
	Yash Kalra	we haven't implemented any update yet.
		We also need to reboot the server
	Dan Segawa	Yes please proceed
		please warn users first
		5 minutes
	Yash Kalra	We are currently in the process of rebooting the server. ✓ All users will receive a pop-up message. ✓ The system will be temporarily unavailable. ✓ Normal operations will resume after 5 minutes.
	Dan Segawa	ok
		looks like server is rebooting
		can you remote to DanS and check if the issue persists?
		are we connected?
	Yash Kalra	We've made the necessary backup of the system. Next Steps: Please test the system from your end. Confirm if the issue persists. Reply to this email with your observations.
	Dan Segawa	hello??? still errors
	Yash Kalra	May I take the remote access?
	Dan Segawa	yes
	Yash Kalra	Prior providing the access, I will ensure the system is stable.
	Dan Segawa	DanS
		i am here

	Yash Kalra	Dan, we assisted you regardir Is there anything else I may h
		Are we still connected here?
	Dan Segawa	that will be all
		thank you for the support.
	Yash Kalra	I would greatly appreciate if y chat by clicking on the Smilie:
		Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr

Yash Kalra has ended this cha

Ch
He

Visitor Details -----

#78294 Shujman
Email: david@ryatt.net 📞 3053235468
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-cha
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: ISSAQUAH
State: Washington
Country: UNITED STATES

Chat Transcript -----

Shujman	Hello, I am your Acebuddy
Acebuddy	Hello David Shujman, I'm you
	Whom Would You Like to Contr
Shujman	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shujman	I'd like to raise a Request
Acebuddy	Please select your request typ
Shujman	Setup Ace Server
Acebuddy	If you would like to configure Operating System
Shujman	MacOS
Acebuddy	Please refer to the below link MacOS computer.
	Do you need any further assis
	As we haven't got any respon Kindly re-initiate the chat.

Ended due to chat idle timeou

Ch

He

Visitor Details -----

#78818 Beth Florestal
Email: orders@luckygoatcoffee.com ☎ +1
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-cha

Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript -----

Beth Florestal	Hello, I am your Acebuddy
Acebuddy	Hello Beth Florestal, I'm your
	Whom Would You Like to Contr
Beth Florestal	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Florestal	I'd like to report an Issue
Acebuddy	Please select an option!
Beth Florestal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Beth Florestal	Other QB related issue
Acebuddy	Please specify the issue you a
Beth Florestal	I cannot get into the software
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Yash Ahi accepted the chat tra</i>
Yash Ahi	Thank you for contacting Ace
	Hi Beth. How are you doing to
Beth Florestal	Hi, I'm alright, how about you
Yash Ahi	I am also doing good Beth. Th
Beth Florestal	I cannot get into QB the app v
Yash Ahi	I will surely help you with this
	Could you please help me wit
Beth Florestal	Lucky Goat Coffee LGC.myrea

	Yash Ahi	Thankyou for the information.
		Kindly allow me two minutes I
	Beth Florestal	Please note, that on Saturday keep having issues
		I don't know if it's because I h
	Yash Ahi	Alright let me check that
		Please allow me two minutes.
	Beth Florestal	Alright
	Yash Ahi	Thank you for your patience.
		May I take the remote access
	Beth Florestal	Yes please
	Yash Ahi	Prior providing the access, I w
	Beth Florestal	We're all good
	Yash Ahi	Could you please try to open
	Beth Florestal	Yes it's good now
	Yash Ahi	It was just opening minimized
		Now you won't face that issue
		Is there anything else I may h
	Beth Florestal	No, that was all.. thank you!!
	Yash Ahi	My pleasure.
		I would greatly appreciate if y
		After this chat you will get the
		Thank you for choosing ACE c
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!
		Note: You may change/reset y (https://selfcare.acecloudhost
		For self-help, check out our Kr
		<i>Yash Ahi has ended this chat :</i>

Ch

He

Visitor Details

#78624 Brenda Clayton
Email: bclayton@owensboroder.com ☎ 12709251159
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-cha
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: AURORA
State: Ohio
Country: UNITED STATES

Chat Transcript

Brenda Clayton	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Clayton, I'm you
	Whom Would You Like to Contr
Brenda Clayton	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Clayton	I'd like to raise a Request
Acebuddy	Please select your request typ
Brenda Clayton	Other Request
Acebuddy	Please drop an email to supp technicians will connect with :
	If you are facing any issue/prc
	As we haven't got any respon Kindly re-initiate the chat.

Ended due to chat idle timeou

Ch

He

Visitor Details -----

#77825 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 45 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Budc
	Whom Would You Like to Contr
shari	Technical Support (QB & App I
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 a
shari	I am currently logged in as m has access to the entire Drake

	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Tushar accepted the chat tran</i>
	Tushar	Thank you for contacting Ace
		I will surely help you with this
	shari	hi - first off I am only addressi
		joel.b and aadmin
	Tushar	Kindly allow me two minutes t
	shari	ok
	Tushar	Thank you for waiting as per c to the Beacon folder (no acce
	shari	i am currently logged in to tes
	Tushar	Let me recheck the permissio
		May I know the Beacon folder
	shari	d:\client data\
	Tushar	Kindly allow me two minutes t
		May I take the remote access
		Prior providing the access, I w
	shari	ok\
	Tushar	May I take over your screen?
	shari	yes I was trying to set up the
	Tushar	This is the folder correct?
	shari	yes
		nothing else should be shown
	Tushar	Okay we will fix the folder per will be here after 4 hr.
	shari	ok it is very important that on
	Tushar	Just to make sure you want Jo to be accessible?
	shari	i have had work stop on my o
		yes but they need to be able t
	Tushar	Okay Joel and admin users wil folder and will have full acces

	shari	thank you
		i may need assistance with th
		I am going to login as aadmin
	Tushar	We will email you once this is permissions are working prop
	shari	ok I will check early tomorrow
	Tushar	We will be available for you tc
		Is there anything else I may h
		As this session is disconnecte
		We will be ending this chat se
		Thank you for choosing ACE c
Tushar has ended this chat se		

Ch
He

Visitor Details -----

#78254 sll
Email: sll@sllcpa.com ☎ 8473708883
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Secs
City: NORTHBROOK
State: Illinois
Country: UNITED STATES

Chat Transcript -----

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	sll	Hello, I am your Acebuddy
	Acebuddy	Hello Sll, I'm your Ace Buddy.
		Whom Would You Like to Contr
	sll	Technical Support (QB & App I
	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 a
	sll	Steven L Lopata CPA LTD - CIE
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
	sll	Once again, my server is not i
		<i>Anurag Sharma accepted the</i>
	Anurag Sharma	Thank you for contacting Ace
		Hello
	sll	Working now.... VERY frustrati
		<i>sll has ended this chat sessio</i>

Chat Session

Header

Visitor Details -----

#78393 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-cha

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 17 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Budd
	Whom Would You Like to Contr
shari	Technical Support (QB & App I
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 a
shari	Got disconnected
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Yash Kalra accepted the chat</i>
Yash Kalra	Hello Shari
shari	Ok looks like we are all set
	thank you
Yash Kalra	Is there anything else I may h
shari	So just need the app installed
Yash Kalra	We have already schedule thi
	I would greatly appreciate if y
	chat by clicking on the Smilie
	Thank you for choosing ACE c
shari	Will do thanks
Yash Kalra	You may end this chat now. O

conversation, along with a tic

I request you to kindly spare ɹ
working. I will appreciate that
Thanks!

Note: You may change/reset y
(https://selfcare.acecloudhost

For self-help, check out our Kr

Yash Kalra has ended this cha

Ch

He

Visitor Details -----

#78480 Lee K
Email: management@midwaycm.com ☎ 18479713301
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: HINSDALE
State: Illinois
Country: UNITED STATES

Chat Transcript -----

Lee K	Hello, I am your Acebuddy
Acebuddy	Hello Management@midwayc
	Whom Would You Like to Contr
Lee K	Technical Support (QB & App
Acebuddy	

		Welcome to Ace Support.
		Please chose an option :
	Lee K	I'd like to raise a Request
	Acebuddy	Please select your request typ
	Lee K	Change in Users
	Acebuddy	Please select your desired opt
	Lee K	User Addition
	Acebuddy	Registered Account Owners h owner, Please refer to the foll
		Do you need any further assis
	Lee K	Yes
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Manish Singh accepted the ch</i>
	Manish Singh	Thank you for contacting Ace
		I will surely help you with this
	Lee K	Hi I am trying to connect with
	Manish Singh	Rajan is not in the shift right r
	Lee K	regarding 519694 ticket
	Manish Singh	This message has been delete
		Please wait
		Kindly allow me two minutes t
		User Guest1.q14 has been ad
		And we have emailed you reg
		Are we still connected here?
	Lee K	Hi
		yes
		so that user is activated?
	Manish Singh	Have you tried with accessing
	Lee K	Not yet
		I need my partner to setup th
	Manish Singh	Alright, let me share the cred

		Is there anything else I may h
		But as I can check user is in d
		and reset the password for yo
	Lee K	can we follow the same instru
		yes please activate the user
		and yes please reset the pass
		and send the password to me
	Manish Singh	Please send us an email from we could proceed further with
		Also, the registered email for (mailto:Management@midwa
		Is there anything else I may h
		Are we still connected here?
	Lee K	hi yes
		What should i send in the emai
	Manish Singh	To reactivate the user Guest1
		Is there anything else I may h
	Lee K	I will send email now
	Manish Singh	Sure, we will activate the user
		Is there anything else I may h
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we (1-888-415-5240) if any furth

Manish Singh has ended this c

Visitor Details -----

#77714 Susan Smith
Email: mferguson@veehealthtek.com 📞 19738864556
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-cha
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 43 Secs
City: NORTH HOLLYWOOD
State: California
Country: UNITED STATES

Chat Transcript -----

Susan Smith	Hello, I am your Acebuddy
Acebuddy	Hello Miranda Ferguson, I'm y
	Whom Would You Like to Contr
Susan Smith	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan Smith	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Smith	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Susan Smith	Other QB related issue
Acebuddy	Please specify the issue you a
Susan Smith	Unable to connect to VPN ser licenese"
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
Susan Smith	no changes have been made
	<i>Manish Singh accepted the ch</i>

		Manish Singh is transferring to
		Ashutosh Mishra accepted the
	Ashutosh Mishra	Thank you for contacting Ace
	Susan Smith	hello
	Ashutosh Mishra	I will surely help you with this
		Do you have an existing ticke
	Susan Smith	Katie Jeffery just started on -
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes t
	Susan Smith	sure
	Ashutosh Mishra	I am checking from the backe
	Susan Smith	no problem
	Ashutosh Mishra	The backend changes may tal computer to help connect thr
		Are we still connected here?
		Are we still connected here?
	Susan Smith	yes
	Ashutosh Mishra	Prior providing the access, I w
		Kindly paste this link in the br
		https://assist.acecloudhosting
		Please also check if you are a
	Susan Smith	yes i was able to connect
		thank you!
	Ashutosh Mishra	Thanks for the confirmation !
		Is there anything else I may h
	Susan Smith	that's all - thanks again
	Ashutosh Mishra	I would greatly appreciate if y chat.
		You may end this chat now. O conversation, along with a tic
		I request you to kindly spare a working. I will appreciate that Thanks!

Note: You may change/reset your password at any time (https://selfcare.acecloudhost.com/)

For self-help, check out our Knowledge Base

Ashutosh Mishra has ended the

Ch

#78213 Andrew Baranowski

Email: abaranowski@abitconsult.com ☎ 5167325691

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: COMMACK

State: New York

Country: UNITED STATES

Andrew Baranowski	Open Case
Acebuddy	Hello Andrew Baranowski, I'm
	Whom Would You Like to Conn
Andrew Baranowski	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Baranowski	I'd like to raise a Request
Acebuddy	Please select your request typ
Andrew Baranowski	Other Request

	Acebuddy	Please drop an email to support@acecloudhosting.com, our technicians will connect with you.
		If you are facing any issue/problem, please drop an email to support@acecloudhosting.com, we will connect with you.
		As we haven't got any response from you, kindly re-initiate the chat.
		Ended due to chat idle timeout.
Chat Summary		
Chatted with		
Hello		
Visitor Details		
#78089 krisika		
Email: krisika@hkidata.com 📞 7383092838		
Department: Support(QB & App Hosting)		
Operator: Ashutosh Mishra		
Website: https://www.acecloudhosting.com/support-chat		
Operating System: Android		
Browser: Google Chrome		
Device: Mobile		
Average Response Time: 50 Secs		
City: BORSAD		
State: Gujarat		
Country: INDIA		
Chat Transcript		
	krisika	Hello, I am your Acebuddy
	Acebuddy	Hello Krisika Panchal, I'm your Acebuddy
		Whom Would You Like to Contact?
	krisika	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	krisika	

		I'd like to report an Issue
	Acebuddy	Please select an option!
	krisika	Other Issue
	Acebuddy	Please specify the issue you a
	krisika	Hi
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the</i>
		<i>Ashutosh Mishra accepted the</i>
	Ashutosh Mishra	Thank you for contacting Ace
	krisika	Hi
		Quickbook not open in all pc
	Ashutosh Mishra	Krisika, I will be surely assistir
	krisika	HKIDATA01
		Priorware.myrealddata.net
	Ashutosh Mishra	Thanks for the confirmation !
		Krisika please let me know if t
	krisika	Priorware
	Ashutosh Mishra	I understand by this statemer server/Quickbooks?
	krisika	<i>3:17:59 PMkrisika is sharing a</i> <i>17495488559641881595808</i>
		<i>This error</i>
	krisika	Quickbook not open in all use
	Ashutosh Mishra	We regret the inconvenience to assist further?
	krisika	Yes
	Ashutosh Mishra	Prior providing the access, I w
	krisika	Ok
	Ashutosh Mishra	Kindly paste this link in the br
		https://assist.acecloudhosting
		As per discussion over the rer related services from backenc issues.
		<i>Ashutosh Mishra has ended th</i>

Ch

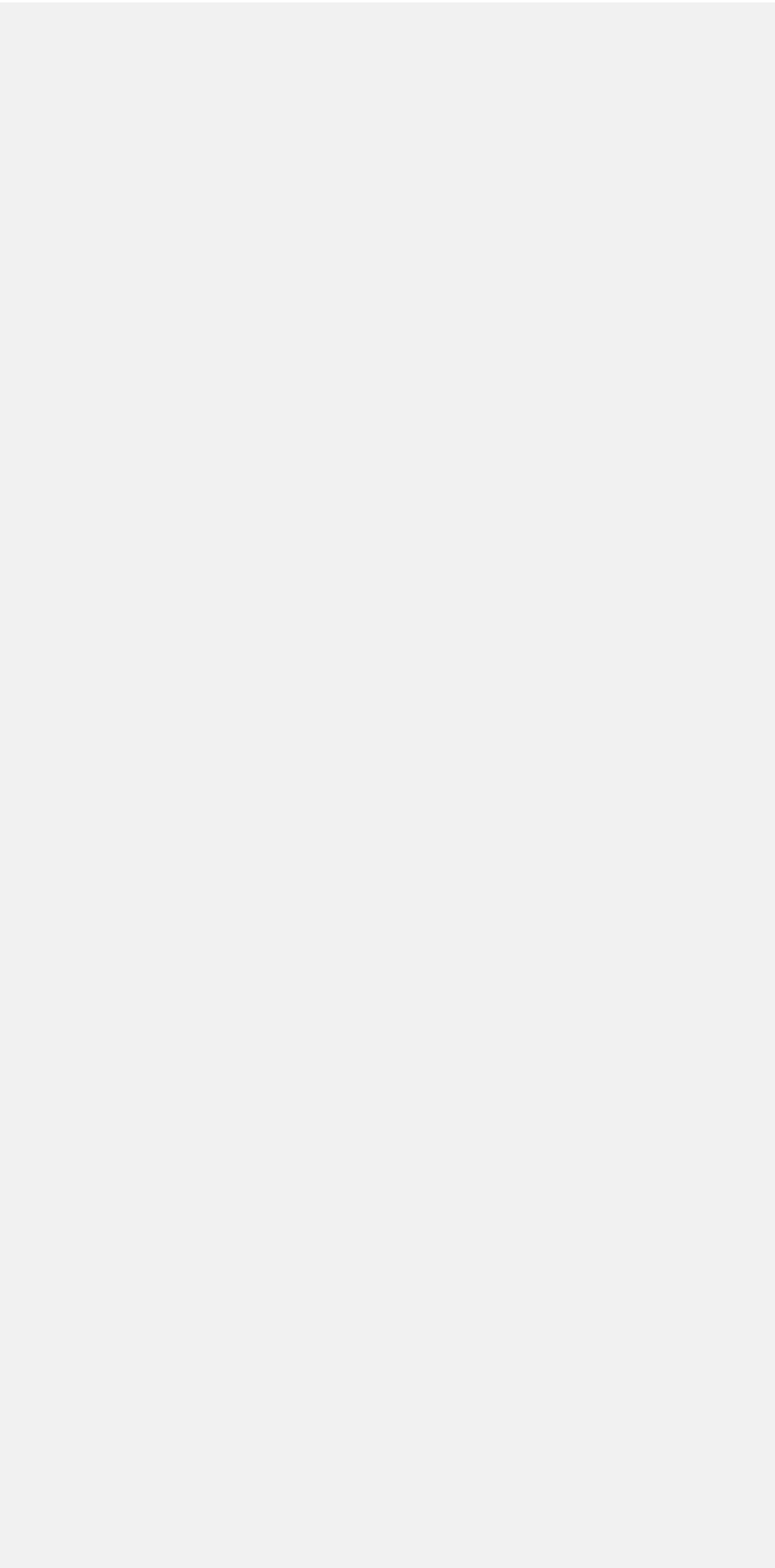
He

Visitor Details -----

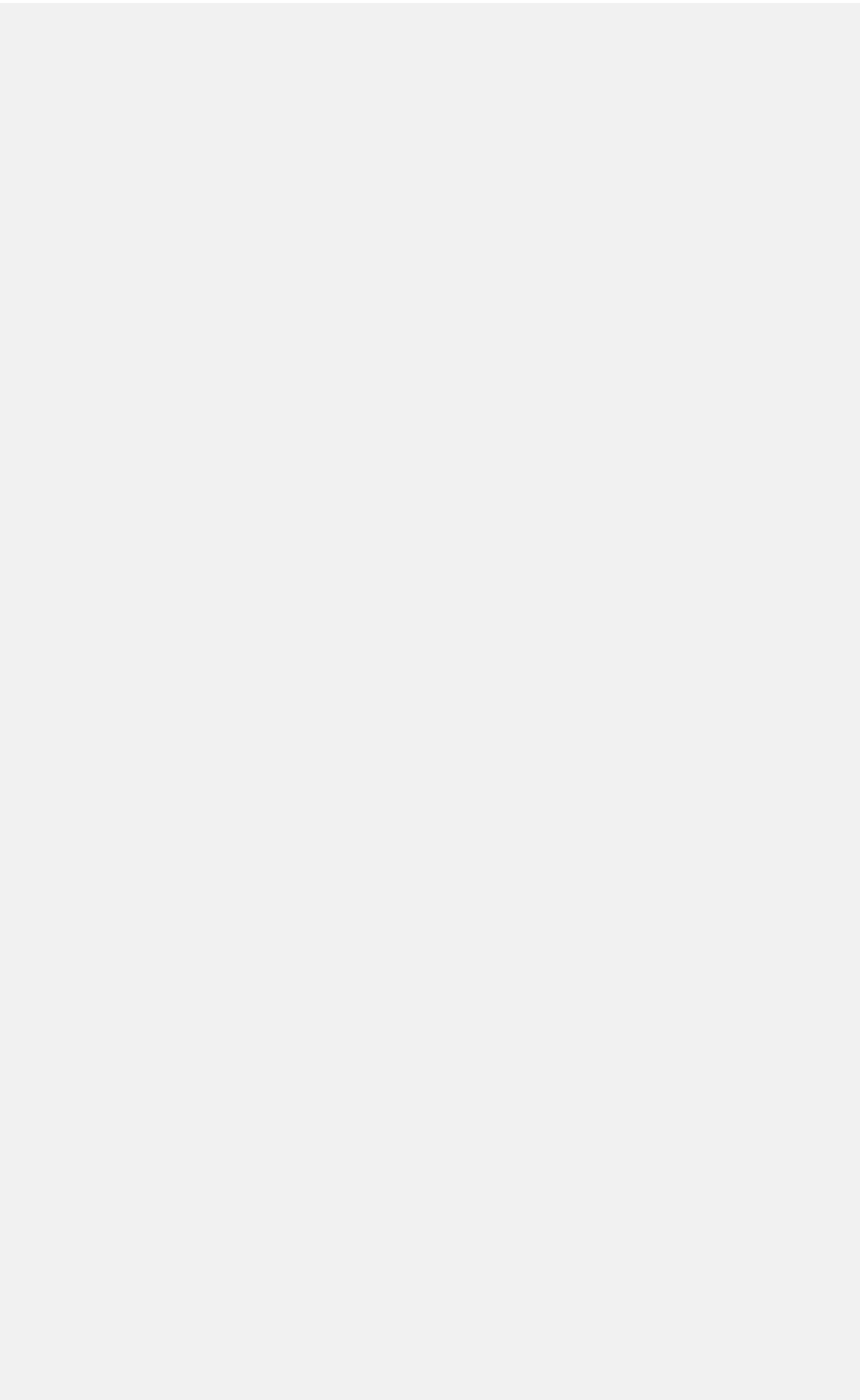
#78764 Laura Garcia
Email: lgarcia@visitingangels.com ☎ 8314300616
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 15 Secs
City: SAN MATEO
State: California
Country: UNITED STATES

Chat Transcript -----

Laura Garcia	Hello, I am your Acebudd
Acebuddy	Hello Laura Garcia, I'm yc
	Whom Would You Like to
Laura Garcia	Technical Support (QB & .
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Garcia	I'd like to raise a Request
Acebuddy	Please select your reques
Laura Garcia	Printer/Scanner Addition
Acebuddy	Please select your desire
Laura Garcia	Printer Addition
Acebuddy	Kindly install the client ve



	instructions mentioned in
	Once the local client has ‘Uniprint’ option from the
	Do you need any further
Laura Garcia	Yes
Acebuddy	Please wait while we con
	<i>Acebuddy (bot) forwarded</i>
	<i>Yash Kalra accepted the c</i>
Yash Kalra	Thank you for contacting today.
	I will be surely assisting y
Laura Garcia	My name is Laura Garcia
Yash Kalra	Kindly allow me two min
Laura Garcia	Server name is Qblivepro
Yash Kalra	May I take the remote ac
Laura Garcia	yes
Yash Kalra	Prior providing the acces: end.
	Kindly Click on the link at https://assist.acecloudhosting.com
	We are connected on the remote. Till the time, I an issue is resolved, kindly c
Laura Garcia	yes it is resolved
Yash Kalra	Laura, we assisted you re Is there anything else I m
Laura Garcia	no thank you
Yash Kalra	I would greatly appreciat end of this chat by clickir
	Thank you for contacting today.
	You may end this chat no regarding this conversati
	I request you to kindly sp how I am working. I will a quality@acecloudhosting



Note: You may change/re
Portal (<https://selfcare.ac>

For self-help, check out o
(<https://www.acecloudho>

Yash Kalra has ended this