

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 8:15:40 PM

#82129 ELAINE BRAGA REGO

Email: tax@timeprotax.com 📞 +15613444422

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 16 Secs

| | | |
|-------------------|--|-------------------|
| ELAINE BRAGA REGO | Hello, I am your Acebuddy | 1 Oct, 8:15:40 PM |
| Acebuddy | Hello Elaine Braga Balym, I'm your Ace Buddy. I'll be happy to assist you! | 8:15:41 PM |
| | Whom Would You Like to Connect With? | 8:15:41 PM |
| ELAINE BRAGA REGO | Technical Support (QB & App Hosting) | 8:15:52 PM |
| Acebuddy | Welcome to Ace Support. | 8:15:52 PM |
| | Please chose an option : | 8:15:52 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:55:57 PM |
| | Ended due to chat idle timeout | 8:55:57 PM |



Chat Transcript

Hello, I am your Acebuddy

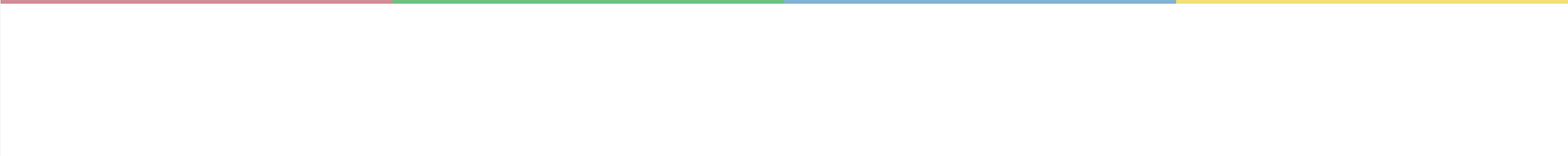
#82472 Jen Quinn
Email: jenq@aeropress.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 49 Secs
City: BOISE
State: Idaho
Country: UNITED STATES

| | | |
|----------------|---|---------------------|
| Jen Quinn | Hello, I am your Acebuddy | 11 Oct, 12:04:39 AM |
| Acebuddy | Hello Jen Quinn, I'm your Ace Buddy. I'll be happy to assist you! | 12:04:40 AM |
| | Whom Would You Like to Connect With? | 12:04:40 AM |
| Jen Quinn | Technical Support (QB & App Hosting) | 12:04:45 AM |
| Acebuddy | Welcome to Ace Support. | 12:04:45 AM |
| | Please chose an option : | 12:04:45 AM |
| Jen Quinn | I'd like to report an Issue | 12:04:51 AM |
| Acebuddy | Please select an option! | 12:04:51 AM |
| Jen Quinn | QuickBooks Issue | 12:04:54 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:04:54 AM |
| Jen Quinn | QuickBooks is Frozen | 12:04:58 AM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 12:04:58 AM |
| | Was that helpful? | 12:04:58 AM |
| Jen Quinn | No | 12:05:44 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 12:05:44 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:05:44 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 12:06:42 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 12:06:53 AM |
| | | |

| | | |
|----------------|--|-------------|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:07:02 AM |
| Jen Quinn | AeroPress and Jen Quinn | 12:07:34 AM |
| Shubham Maurya | Thank you for the information and allow 2 minutes to check the same. | 12:09:19 AM |
| | Thanks for the patience, Please let me know how many users are facing this issue and is there any error message on the screen? | 12:11:10 AM |
| Jen Quinn | No error message. My QBE is frozen and stuck | 12:11:36 AM |
| | 12:11:51 AMJen Quinn is sharing a file with you image (9).png - (Size:33.63 KB) | 12:11:51 AM |
| Shubham Maurya | Alright, please hold on let me force close the app from backend. | 12:13:19 AM |
| | Try to use it now and let me know if it's working for you. | 12:13:59 AM |
| | Also please pin "*QBReset*" from desktop to taskbar to force close QB from your end in such cases. (Edited) | 12:15:36 AM |
| Jen Quinn | It is working now and sounds good I just did. | 12:16:36 AM |
| | Thank you for the help | 12:16:41 AM |
| Shubham Maurya | You are most welcome Jen ! | 12:16:55 AM |
| | Is there anything else I may help you with ? | 12:16:59 AM |
| Jen Quinn | nope | 12:17:17 AM |
| Shubham Maurya | Have a good one ! | 12:17:26 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 12:17:29 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:17:33 AM |

Shubham Maurya has ended this chat session

12:17:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 12:45:55 AM

#82474 Jake Kauffman

Email: admin@cdt.org 📞 2023682281

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: UPPER MARLBORO

State: Maryland

Country: UNITED STATES

| Chat Transcript | | Chat Duration : 27 Mins 51 Secs |
|--------------------|---|---------------------------------|
| Jake Kauffman | Hello, I am your Acebuddy | 11 Oct, 12:45:55 AM |
| Acebuddy | Hello Jake Kauffman, I'm your Ace Buddy. I'll be happy to assist you! | 12:45:56 AM |
| | Whom Would You Like to Connect With? | 12:45:56 AM |
| Jake Kauffman | Technical Support (QB & App Hosting) | 12:46:24 AM |
| Acebuddy | Welcome to Ace Support. | 12:46:24 AM |
| | Please chose an option : | 12:46:24 AM |
| Jake Kauffman | I'd like to report an Issue | 12:46:28 AM |
| Acebuddy | Please select an option! | 12:46:28 AM |
| Jake Kauffman | Other Issue | 12:46:38 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:46:38 AM |
| Jake Kauffman | The remote machine is very laggy and quickbooks is crashing after every 5 to 10 minutes of use | 12:47:32 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:47:33 AM |
| | Acebuddy (bot) forwarded the chat request | 12:47:33 AM |
| | Sujeet Kumar Suman accepted the chat transfer request. | 12:48:10 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 12:48:14 AM |

| | | |
|--------------------|---|-------------|
| | Hello Jake | 12:48:18 AM |
| Jake Kauffman | Hi there Sujeet! | 12:48:28 AM |
| Sujeet Kumar Suman | How are you doing? | 12:48:39 AM |
| Jake Kauffman | I'm doing alright -- thankful it's Friday! How about yourself? | 12:49:01 AM |
| Sujeet Kumar Suman | I'm also doing well, thank you! | 12:49:25 AM |
| | Are you the only one experiencing this issue, or are others affected as well? | 12:49:53 AM |
| Jake Kauffman | All users appear to be affected | 12:50:05 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 12:50:13 AM |
| Jake Kauffman | No worries! Just interested in getting it fixed. Thanks | 12:50:55 AM |
| Sujeet Kumar Suman | I will surely help you with this issue. | 12:51:15 AM |
| Jake Kauffman | Great! | 12:51:20 AM |
| Sujeet Kumar Suman | Are you working at the same location? | 12:51:58 AM |
| Jake Kauffman | We are not. Also we're all on separate ISPs. I've had the other users reset thier routers and fully restart thier local systems already. | 12:53:24 AM |
| Sujeet Kumar Suman | That's great! You have already done the best troubleshooting from your side. Let me check from our end; please allow me a moment. | 12:54:32 AM |
| Jake Kauffman | Perfect. Thank you! | 12:54:43 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 1:03:38 AM |
| | We are still checking in backend please stay connected on chat. | 1:04:05 AM |
| Jake Kauffman | Of course! Thanks for taking a look! | 1:04:05 AM |
| Sujeet Kumar Suman | We have made the necessary changes on the server and verified that users are currently logged in. We also rebooted the server from the backend. Kindly log in to the server and let us know if you are still experiencing the same issue. | 1:06:57 AM |
| Jake Kauffman | It appears to be working better for me! I've told the other users to try it out as well! | 1:11:45 AM |
| Sujeet Kumar Suman | No worries, we will keep the ticket open for 3 working days to monitor the server from our end. | 1:12:21 AM |
| Jake Kauffman | Great. Thank you! | 1:12:30 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 1:12:42 AM |
| | Is there anything else I may help you with ? | 1:12:46 AM |
| Jake Kauffman | Nope! I think that's it! | 1:13:14 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 1:13:26 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 1:13:31 AM |
| Jake Kauffman | Will do! | 1:13:38 AM |
| Sujeet Kumar Suman | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:13:39 AM |

| | | |
|--|---|------------|
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:13:43 AM |
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| Jake Kauffman | You too! | 1:13:44 AM |
|---------------|----------|------------|

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|--|---|------------|
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 1:13:47 AM |
|--|---|------------|



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 2:07:11 AM

#83043 Neil Goldberg
Email: nmg386@aol.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 19 Secs

| | | |
|---------------|---|--------------------|
| Neil Goldberg | Hello, I am your Acebuddy | 29 Oct, 2:07:12 AM |
| Acebuddy | Hello Neil Goldberg, I'm your Ace Buddy. I'll be happy to assist you! | 2:07:12 AM |
| | | |

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|---------------|---|------------|
| | Whom Would You Like to Connect With? | 2:07:12 AM |
| Neil Goldberg | Technical Support (QB & App Hosting) | 2:07:17 AM |
| Acebuddy | Welcome to Ace Support. | 2:07:17 AM |
| | Please chose an option : | 2:07:17 AM |
| Neil Goldberg | I'd like to report an Issue | 2:07:25 AM |
| Acebuddy | Please select an option! | 2:07:25 AM |
| Neil Goldberg | Other Issue | 2:07:29 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:07:29 AM |
| Neil Goldberg | RDP connection setup. I lost my old configuration when my computer crashed | 2:07:49 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:07:50 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:07:50 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 2:08:33 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 2:08:36 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:08:38 AM |
| Neil Goldberg | EFPetsupplies.myrealdata.net | 2:09:04 AM |
| | EddieG | 2:09:16 AM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 2:09:40 AM |
| Neil Goldberg | I am just setting up RDP. Not sure what I'm doing wrong | 2:09:43 AM |
| Yash Kalra | Neil, when was the last time you were able to access the server? | 2:13:13 AM |
| Neil Goldberg | Last week. But my computer crashed and I'm doing a fresh install | 2:13:38 AM |
| Yash Kalra | Sir as per our records user EddieG was disabled to long time back and only active user is KimberlyC | 2:16:17 AM |
| | We are only charging for one user on this account. | 2:16:47 AM |
| Neil Goldberg | Ok, yes KimberlyC was the one being used. | 2:16:58 AM |
| Yash Kalra | Sir, just want to confirm do you remember the password for user KimberlyC. | 2:17:58 AM |
| Neil Goldberg | Yes. It's not a password problem. I just need to setup RDP | 2:18:16 AM |
| Yash Kalra | May I take the remote access of your local computer in order to assist you with the RDP set up? | 2:18:37 AM |
| Neil Goldberg | Sure | 2:18:43 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 2:18:52 AM |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3832802331 | 2:18:56 AM |
| | Is there anything else I may help you with ? | 2:23:16 AM |
| | Are we still connected here? | 2:23:40 AM |
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| | Are we still connected here? | 2:25:22 AM |
| | Are we still connected here? | 2:27:26 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 2:27:29 AM |
| | <i>Yash Kalra has ended this chat session</i> | 2:27:31 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 6:21:18 PM

#82399 szolad
Email: szolad@cdt.org
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: BLOOMFIELD HILLS
State: District Of Columbia
Country: UNITED STATES


Chat Transcript

Chat Duration : 22 Mins 13 Secs

| | | |
|----------|--|-------------------|
| szolad | Hello, I am your Acebuddy | 9 Oct, 6:21:19 PM |
| Acebuddy | Hello Sarah Zoad, I'm your Ace Buddy. I'll be happy to assist you! | 6:21:20 PM |
| | Whom Would You Like to Connect With? | 6:21:20 PM |
| szolad | Technical Support (QB & App Hosting) | 6:21:23 PM |
| Acebuddy | Welcome to Ace Support. | 6:21:23 PM |
| | Please chose an option : | 6:21:23 PM |
| szolad | I'd like to report an Issue | 6:21:32 PM |
| | | |

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|--------------|---|------------|
| Acebuddy | Please select an option! | 6:21:32 PM |
| szolad | Other Issue | 6:21:38 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:21:38 PM |
| szolad | unable to reach server - error code 0x5000004 | 6:22:03 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:22:04 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:22:04 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 6:22:31 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 6:22:35 PM |
| | I will surely help you with this issue. | 6:22:41 PM |
| szolad | Thank you. We just migrated to a new server so that we would would have better access and it has been the opposite since our move | 6:23:16 PM |
| | Thank you Manish. | 6:23:26 PM |
| Manish Singh | May I take the remote access of your local computer? | 6:24:13 PM |
| | Are any other users affected, or is it limited to your account only? | 6:24:31 PM |
| szolad | yes, and can you help me set up my webemail within QB while you are helping? | 6:24:48 PM |
| | I have tried to log in as multiple people this morning and none of them are working | 6:25:42 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/2772171727 | 6:25:53 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:26:53 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 6:26:56 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:30:27 PM |
| | Is there anything else I may help you with ? | 6:42:06 PM |
| szolad | Is this the chat you'd like me to close? | 6:42:51 PM |
| | Or the Zoho chat? | 6:43:00 PM |
| Manish Singh | Yes, if nothing is pending | 6:43:00 PM |
| szolad | Thanks Manish. I appreciate your help. | 6:43:19 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 6:43:22 PM |
| szolad | Bye | 6:43:22 PM |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:43:27 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . | |

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|--|--|------------|
| | Thanks! | 6:43:30 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |

| | | |
|---|--|------------|
| <i>Manish Singh has ended this chat session</i> | | 6:43:32 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 6:54:02 PM

#82829 Maricel
Email: admin@taxwisecorp.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 27 Secs
City: NAGBALON
State: Bulacan
Country: PHILIPPINES

Chat Transcript

Chat Duration : 29 Mins 38 Secs

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|----------|--|--------------------|
| Maricel | Hello, I am your Acebuddy | 22 Oct, 6:54:02 PM |
| Acebuddy | Hello Maricel Nacion, I'm your Ace Buddy. I'll be happy to assist you! | 6:54:03 PM |
| | Whom Would You Like to Connect With? | 6:54:03 PM |
| Maricel | Technical Support (QB & App Hosting) | 6:55:29 PM |
| Acebuddy | Welcome to Ace Support. | 6:55:29 PM |
| | Please chose an option : | 6:55:29 PM |
| Maricel | | |

| | | |
|----------------|--|------------|
| | I'd like to raise a Request | 6:55:50 PM |
| Acebuddy | Please select your request type. | 6:55:50 PM |
| Maricel | Server Resource Addition | 6:56:17 PM |
| Acebuddy | Please select the resource type you'd like to add | 6:56:17 PM |
| Maricel | Restart | 6:56:25 PM |
| Acebuddy | Hello Maricel Nacion, I'm your Ace Buddy. I'll be happy to assist you! | 6:56:25 PM |
| | Whom Would You Like to Connect With? | 6:56:25 PM |
| Maricel | Technical Support (QB & App Hosting) | 6:56:30 PM |
| Acebuddy | Welcome to Ace Support. | 6:56:30 PM |
| | Please chose an option : | 6:56:30 PM |
| Maricel | I'd like to report an Issue | 6:56:36 PM |
| Acebuddy | Please select an option! | 6:56:36 PM |
| Maricel | Other Issue | 6:56:44 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:56:44 PM |
| Maricel | I cannot log in to RDP due to change of IP address | 6:57:04 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:57:05 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:57:05 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 6:57:24 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 6:57:28 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:58:00 PM |
| Maricel | Server name MyRealData Maricel and the Username is Maricel | 7:00:28 PM |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. | 7:02:07 PM |
| | Business name is :Taxwise Username: TW_Maricel@myrealdata.net CID73314 please confirm above details are correct? | 7:04:49 PM |
| Maricel | correct | 7:05:27 PM |
| Shubham Maurya | Thanks for confirming, please can you share new IP address which you are using right now so that we can proceed with the request to whitelist that IP. | 7:07:28 PM |
| Maricel | Here 124.104.163.241 | 7:08:08 PM |
| Shubham Maurya | We also recommend using a static IP to prevent this issue from happening again in the future. | 7:08:34 PM |
| | Thanks for the Information, let me raise a request for this. | 7:08:59 PM |
| | | |

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 14 Secs
City: IDAHO FALLS
State: Idaho
Country: UNITED STATES

Chat Transcript


Chat Duration : 20 Mins 13 Secs

| | | |
|-----------------|--|--------------------|
| Jessica Meidima | Hello, I am your Acebuddy | 1 Oct, 12:30:57 AM |
| Acebuddy | Hello Jessica Meidima, I'm your Ace Buddy. I'll be happy to assist you! | 12:30:57 AM |
| | Whom Would You Like to Connect With? | 12:30:57 AM |
| Jessica Meidima | Technical Support (QB & App Hosting) | 12:31:05 AM |
| Acebuddy | Welcome to Ace Support. | 12:31:05 AM |
| | Please chose an option : | 12:31:05 AM |
| Jessica Meidima | I'd like to report an Issue | 12:31:16 AM |
| Acebuddy | Please select an option! | 12:31:16 AM |
| Jessica Meidima | Other Issue | 12:31:21 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:31:21 AM |
| Jessica Meidima | I already have access on my laptop, and a few days ago was able to use this on my desktop, however today when I went to log in, I received an error message that stated: Remote Desktop can't find the computer "InsightEng.myrealdata.net". | 12:34:50 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:34:51 AM |
| | Acebuddy (bot) forwarded the chat request | 12:34:51 AM |
| | Arun Sharma declined the transfer request. | 12:34:55 AM |
| | Yash Kalra accepted the chat transfer request. | 12:35:32 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 12:35:35 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:35:38 AM |
| Jessica Meidima | InsightEng.myrealdata.net, is that what you are looking for? | 12:36:48 AM |
| | Yash Kalra is transferring the chat to Manish Singh. | 12:39:03 AM |
| | username Jessica | 12:39:14 AM |
| | Manish Singh accepted the chat transfer request. | 12:39:16 AM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 12:39:21 AM |
| | I will surely help you with this issue. | 12:39:47 AM |
| | | |

| | | |
|-----------------|---|-------------|
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 12:39:52 AM |
| Jessica Meidima | This is the first time. As far as I know there are no other issues with other users | 12:40:24 AM |
| Manish Singh | Kindly allow me two minutes to check the same. | 12:40:41 AM |
| Jessica Meidima | I normally work on a laptop but have recently added a desktop. | 12:40:52 AM |
| Manish Singh | May I take the remote access of your local computer? | 12:42:57 AM |
| | Are we still connected here? | 12:45:28 AM |
| | Are we still connected here? | 12:48:29 AM |
| | Are we still connected here? | 12:50:48 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:51:07 AM |

Manish Singh has ended this chat session

12:51:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 9:18:33 PM

#82589 Mae

Email: pricecontracting@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

| | |
|-----------------|--------------------------------|
| Chat Transcript | Chat Duration : 25 Mins 6 Secs |
| Mae | Hello, I am your Acebuddy |
| | 14 Oct, 9:18:33 PM |

| | | |
|--------------|--|------------|
| Acebuddy | Hello Mae, I'm your Ace Buddy. I'll be happy to assist you! | 9:18:34 PM |
| | Whom Would You Like to Connect With? | 9:18:34 PM |
| Mae | Technical Support (QB & App Hosting) | 9:18:38 PM |
| Acebuddy | Welcome to Ace Support. | 9:18:38 PM |
| | Please chose an option : | 9:18:38 PM |
| Mae | I'd like to report an Issue | 9:18:43 PM |
| Acebuddy | Please select an option! | 9:18:43 PM |
| Mae | QuickBooks Issue | 9:18:48 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:18:48 PM |
| Mae | QuickBooks Login Issue | 9:18:52 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 9:18:52 PM |
| | Was that helpful? | 9:18:52 PM |
| Mae | No | 9:18:57 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 9:18:57 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:18:57 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 9:19:50 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 9:19:54 PM |
| | Hii Mae | 9:20:06 PM |
| Mae | Hello! I believe I was just chatting with you | 9:20:09 PM |
| Manish Singh | Yes | 9:20:12 PM |
| Mae | looks like you'll need to connect to my computer. it's still not logging in | 9:20:28 PM |
| Manish Singh | Yes | 9:20:31 PM |
| | https://assist.acecloudhosting.com/join/2022328336 | 9:20:43 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:20:46 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:20:50 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:22:13 PM |
| | Is there anything else I may help you with ? | 9:25:56 PM |
| | As due to wrong Ace connect configuration you were unable to access server corrected that to resolve the issue. | 9:26:37 PM |
| Mae | i thnk we are good to go? what should we do to address the consistent freezes that hhave been | 9:26:43 PM |

| | | |
|--------------|---|------------|
| | happening? | |
| Manish Singh | Regarding the freezing I have restarted the services and checked the server performance seems to be working fine for now. | 9:27:33 PM |
| | Kindly check if you are facing any freezing at your end. | 9:27:47 PM |
| | Are we still connected here? | 9:30:14 PM |
| Mae | we are still connected. i'm still having some issues with QB | 9:30:42 PM |
| | waiting for it to see if it will load | 9:30:51 PM |
| Manish Singh | Yes, please take your end. | 9:31:30 PM |
| Mae | ok - please hold. thank you | 9:32:08 PM |
| | It finally unfroze to tell me a critial update is happening and to log back in after 10 min. so i'm assuming it will all be good after that? this is also an issue we have been encountering lately. quickbooks will be working fine then we get booted out for a critical update. these use to only happen after midnight, but now seem to be happening around 10am mountain time. | 9:34:16 PM |
| Manish Singh | We will reboot the server in 4 minutes as users are having issue while accessing QuickBooks, Mae | 9:34:22 PM |
| | After the reboot, please let us know the QuickBooks performance. | 9:34:49 PM |
| Mae | thank yo | 9:35:44 PM |
| Manish Singh | Kindly try to access now. | 9:39:34 PM |
| | Are we still connected here? | 9:41:03 PM |
| | Are we still connected here? | 9:42:22 PM |
| | Are we still connected here? | 9:43:34 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 9:43:39 PM |

Manish Singh has ended this chat session

9:43:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82419 Erin Roy

Email: erin@preferredfg.com

9 Oct, 10:16:25 PM

Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: INDIANAPOLIS
State: Indiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Month 1 Week

| | | |
|----------|--|--------------------|
| Erin Roy | Hello, I am your Acebuddy | 9 Oct, 10:16:25 PM |
| Acebuddy | Hello Erin Roy, I'm your Ace Buddy. I'll be happy to assist you! | 10:16:26 PM |
| | Whom Would You Like to Connect With? | 10:16:26 PM |
| Erin Roy | Technical Support (QB & App Hosting) | 10:16:34 PM |
| Acebuddy | Welcome to Ace Support. | 10:16:34 PM |
| | Please chose an option : | 10:16:34 PM |
| Erin Roy | I'd like to report an Issue | 10:16:41 PM |
| Acebuddy | Please select an option! | 10:16:41 PM |
| Erin Roy | Other Issue | 10:16:45 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:16:45 PM |
| Erin Roy | Need 2024 Intuit Software Updated | 10:17:01 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:17:01 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:17:01 PM |
| Erin Roy | Lacerte | 10:17:20 PM |
| | <i>Chat request was not picked up by the operators</i> | 10:24:46 PM |



#82485 Allen
Email: allen@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: DITA
State: Laguna
Country: PHILIPPINES

| | | |
|--------------|--|--------------------|
| Allen | Hello, I am your Acebuddy | 11 Oct, 7:25:10 PM |
| Acebuddy | Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you! | 7:25:11 PM |
| | Whom Would You Like to Connect With? | 7:25:11 PM |
| Allen | Technical Support (QB & App Hosting) | 7:25:17 PM |
| Acebuddy | Welcome to Ace Support. | 7:25:17 PM |
| | Please chose an option : | 7:25:17 PM |
| Allen | I'd like to report an Issue | 7:25:24 PM |
| Acebuddy | Please select an option! | 7:25:24 PM |
| Allen | Other Issue | 7:25:32 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:25:32 PM |
| Allen | can you help me how to fix and download run quickbooks file doctor in quickbooks desktop | 7:26:50 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:26:50 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:26:50 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 7:27:21 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 7:27:27 PM |
| | May I know what issue you are facing? | 7:27:42 PM |
| Allen | when i try to log in company file, "you need to download latest file doctor" it comes up every time and having a hardtime to open company file. can you help how to download and fix it? | 7:29:37 PM |
| | <i>7:31:30 PMAllen is sharing a file with you</i> image.png - (Size:14.19 KB) | 7:31:30 PM |
| Manish Singh | I have provided you with the access of QuickBooks file doctor on your desktop kindly check and let me | 7:31:39 PM |

Chat Transcript

Hello, I am your Acebuddy

| | |
|--|--------------------|
| Visitor Details | 15 Oct, 4:41:47 PM |
| #82624 Angelo Bocacao | |
| Email: info@clmqbp.com 📞 639157602689 | |
| Department: Support(QB & App Hosting) | |
| Operator: Vikas Singh Chauhan | |
| Website: https://www.acecloudhosting.com/support-chat.php | |
| Operating System: Apple iPhone | |
| Browser: Apple Safari | |
| Device: Mobile | |
| Average Response Time: 44 Secs | |
| City: SAN MIGUEL | |
| State: Rizal | |
| Country: PHILIPPINES | |

| | |
|---------------------|--|
| Chat Transcript | Chat Duration : 16 Mins 31 Secs |
| Angelo Bocacao | Hello, I am your Acebuddy15 Oct, 4:41:47 PM |
| Acebuddy | Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!4:41:49 PM |
| | Whom Would You Like to Connect With?4:41:49 PM |
| Angelo Bocacao | Technical Support (QB & App Hosting)4:41:52 PM |
| Acebuddy | Welcome to Ace Support.4:41:52 PM |
| | Please chose an option :4:41:52 PM |
| Angelo Bocacao | I'd like to report an Issue4:41:57 PM |
| Acebuddy | Please select an option!4:41:57 PM |
| Angelo Bocacao | Other Issue4:42:01 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative!4:42:01 PM |
| Angelo Bocacao | Delete and add users4:42:10 PM |
| Acebuddy | Please wait while we connect you to a Support Representative4:42:11 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> 4:42:11 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> 4:42:18 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.4:42:24 PM |

| | | |
|---------------------|--|------------|
| Angelo Bocacao | Hi | 4:42:39 PM |
| | Hi | 4:42:44 PM |
| | Re: [## 783295 ##] Makati Sky Plaza Inc: User Replace | 4:42:54 PM |
| | Hi Support, As discussed, please see below details of the old and the new users: Old (for replacement, and DELETION): Marilou Durante - loudurante@maspi.com.ph New User: Bianca Arandia - biancaarandia@maspi.com.ph Please have all the profile and data files migrated from Marilou to Bianca We can make the account creation later today around 5:30pm (MANILA TIME). Thank you, Angelo Bocacao | 4:43:16 PM |
| Vikas Singh Chauhan | Thank you for providing the details. Let me check that for you. | 4:43:19 PM |
| Angelo Bocacao | No one is replying on the email | 4:43:36 PM |
| Vikas Singh Chauhan | Let me check the email. Please allow me 2-3 minutes. | 4:43:57 PM |
| Angelo Bocacao | Okay | 4:44:06 PM |
| | Ticket ID: 783295 | 4:44:27 PM |
| Vikas Singh Chauhan | Yes, I have checked the ticket ID and it is assigned to one of the support team member and he is working on it. | 4:45:51 PM |
| Angelo Bocacao | when can I get the credentials? | 4:46:03 PM |
| | Why there isn't any acknowledgment email? | 4:46:12 PM |
| Vikas Singh Chauhan | I have informed him and he will complete the process in next 1-2 hours and he will update you via email on the same ticket number. | 4:46:37 PM |
| Angelo Bocacao | Old user to be deleted: Marilou Durante | 4:46:54 PM |
| | new user: Bianca Arandia | 4:47:10 PM |
| Vikas Singh Chauhan | I apologize for the delay. | 4:47:18 PM |
| Angelo Bocacao | All data and profile under Marilou should be transferred to Bianca | 4:47:30 PM |
| | Please advise | 4:47:35 PM |
| Vikas Singh Chauhan | Yes, I see the same details on the ticket. please allow 1-2 hours and your work will be completed for sure. | 4:48:34 PM |
| Angelo Bocacao | Okay thanks. Please send credentials to info@clmqbp.com | 4:48:52 PM |
| | Also there is MFA in the account, activate as well | 4:49:08 PM |
| | And make sure there is excel on the acct | 4:49:23 PM |
| Vikas Singh Chauhan | Okay, we will send the credentials to this email, once task is completed and will activate the MFA for this new user also. | 4:49:50 PM |
| | Sure, we will add the Excel as well to new user account. | 4:50:19 PM |
| | I will update all the details to existing ticket to make sure all task are done in next 1-2 hours. | 4:51:00 PM |
| | Angelo, Is there anything else I may help you with? | 4:51:37 PM |
| | Are we still connected here? | 4:53:04 PM |

| | | |
|--|---|------------|
| | Are we still connected here? | 4:56:23 PM |
| | Are we still connected here? | 4:57:04 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 4:58:12 PM |

Vikas Singh Chauhan has ended this chat session

4:58:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 9:18:47 PM

#82463 info
Email: info@brkimcpa.com 📞 9729724930
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 28 Secs

| | | |
|----------|--|--------------------|
| info | Hello, I am your Acebuddy | 10 Oct, 9:18:48 PM |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 9:18:49 PM |
| | Whom Would You Like to Connect With? | 9:18:49 PM |
| info | Technical Support (QB & App Hosting) | 9:18:52 PM |
| Acebuddy | Welcome to Ace Support. | 9:18:52 PM |
| | Please chose an option : | 9:18:52 PM |
| info | I'd like to report an Issue | 9:18:59 PM |
| | | |

| | | |
|--------------------|--|------------|
| Acebuddy | Please select an option! | 9:18:59 PM |
| info | QuickBooks Issue | 9:19:03 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:19:04 PM |
| info | Other QB related issue | 9:19:15 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:19:15 PM |
| info | QB says "you need to download the latest file doctor | 9:19:48 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:19:49 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:19:49 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 9:20:05 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 9:20:11 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:20:20 PM |
| info | Hello | 9:20:23 PM |
| | <i>9:20:27 PMinfo is sharing a file with you</i> <i>image.png</i> - (<i>Size:32.82 KB</i>) | 9:20:27 PM |
| Shubham Maurya | Let me transfer you to a specialist who can better address your concern. | 9:20:53 PM |
| info | Thanjs | 9:21:00 PM |
| | <i>Shubham Maurya is transferring the chat to Sujeet Kumar Suman.</i> | 9:21:03 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:21:05 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 9:21:15 PM |
| | Hello Grace. | 9:21:30 PM |
| info | Hello, my quickbook is not working | 9:21:37 PM |
| | <i>9:21:40 PMinfo is sharing a file with you</i> <i>image.png</i> - (<i>Size:23.21 KB</i>) | 9:21:40 PM |
| Sujeet Kumar Suman | Thank you for the screenshot. | 9:22:51 PM |
| | I remember your query. I was to troubleshoot regarding the same company file issue with Jung Mi Lee. (Edited) | 9:22:56 PM |
| info | Actually, I'm Jung mi Lee's coworker, so I'm not fully aware of the issue she experienced. So what should I do? | 9:24:32 PM |
| Sujeet Kumar Suman | No worries, I will help Jung Mi Lee. | 9:24:54 PM |
| | May I connect to Jung Mi Lee’s local machine to troubleshoot the issue? | 9:24:59 PM |
| info | Jung Mi Lee has left, so I'm not sure if the server is still available. Would you be able to access my server? | 9:25:52 PM |
| Sujeet Kumar Suman | Yes, I am. | 9:26:28 PM |

| | | |
|--------------------|--|-------------|
| | May I take the remote access of your server? | 9:27:13 PM |
| info | Sure thing | 9:27:21 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 9:27:43 PM |
| info | Got it | 9:28:02 PM |
| Sujeet Kumar Suman | Please confirm which user I should send the remote access to. | 9:30:07 PM |
| info | Yuvinj | 9:30:46 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 9:30:52 PM |
| | <i>9:30:57 PM</i> info is sharing a file with you image.png - (Size:21.72 KB) | 9:30:57 PM |
| | Thank you for the screenshot. | 9:31:22 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:35:43 PM |
| info | Got it! | 9:36:00 PM |
| | Also the company file was SBROTHERS | 9:36:16 PM |
| Sujeet Kumar Suman | Okay, Let me check. | 9:37:01 PM |
| | May I take the remote access of your local computer? | 9:39:16 PM |
| info | sure | 9:39:26 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 9:39:39 PM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4642052396 | 9:39:48 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:41:18 PM |
| | Please stay connected; we are working on this from the backend. Thank you in advance for your patience. | 9:55:14 PM |
| | Thank you for your patience. As confirmed during the remote session, we will call you at 11:35 AM CST on your contact number 972-972-4930. | 10:04:49 PM |
| | Is there anything else I may help you with ? | 10:05:12 PM |
| | Are we still connected here? | 10:06:53 PM |
| | Are we still connected here? | 10:08:36 PM |
| | Are we still connected here? | 10:11:09 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:11:12 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 10:11:16 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 5:55:58 PM

#82482 Sylwia Wilkinson
Email: swilkinson@wilkinsonwolfecpa.com ☎ 18606082028
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 10 Secs
City: GROTON
State: Connecticut
Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 56 Secs

| | | |
|------------------|--|--------------------|
| Sylwia Wilkinson | Hello, I am your Acebuddy | 11 Oct, 5:55:59 PM |
| Acebuddy | Hello Sylwia Wilkinson, I'm your Ace Buddy. I'll be happy to assist you! | 5:56:00 PM |
| | Whom Would You Like to Connect With? | 5:56:00 PM |
| Sylwia Wilkinson | Technical Support (QB & App Hosting) | 5:56:08 PM |
| Acebuddy | Welcome to Ace Support. | 5:56:08 PM |
| | Please chose an option : | 5:56:08 PM |
| Sylwia Wilkinson | I'd like to report an Issue | 5:56:40 PM |
| Acebuddy | Please select an option! | 5:56:40 PM |
| Sylwia Wilkinson | Other Issue | 5:56:56 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:56:56 PM |
| Sylwia Wilkinson | cannot access server | 5:57:15 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:57:16 PM |

| | | |
|------------------|--|------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:57:16 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 5:59:13 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 5:59:19 PM |
| Sylwia Wilkinson | good morning Manish, looks like the issue is resolved in the last 30 seconds | 5:59:35 PM |
| Manish Singh | Hello Sylvia, Hope you are doing good today | 5:59:38 PM |
| | I am glad the issue is resolved | 5:59:53 PM |
| Sylwia Wilkinson | yes, thank you | 6:00:27 PM |
| Manish Singh | Could you please help me with your business name so that i could create a ticket for you, if incase the issue pops up again kindly let us know so that we could assist you. | 6:00:39 PM |
| Sylwia Wilkinson | Wilkinson Wolfe & Associates | 6:00:57 PM |
| Manish Singh | Thank you. | 6:01:19 PM |
| | Is there anything else I may help you with ? | 6:01:21 PM |
| Sylwia Wilkinson | that was it, thank you | 6:01:31 PM |
| Manish Singh | You're weclome | 6:01:41 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:01:46 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 6:01:53 PM |
| | <i>Manish Singh has ended this chat session</i> | 6:01:56 PM |



#83039 Karen Kropp

Email: karen.bythebooks@gmail.com 📞 16074374988

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 12 Secs

City: CARBONDALE

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 30 Secs

| | | |
|--------------------|---|--------------------|
| Karen Kropp | Hello, I am your Acebuddy | 29 Oct, 1:38:17 AM |
| Acebuddy | Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you! | 1:38:18 AM |
| | Whom Would You Like to Connect With? | 1:38:18 AM |
| Karen Kropp | Technical Support (QB & App Hosting) | 1:38:21 AM |
| Acebuddy | Welcome to Ace Support. | 1:38:21 AM |
| | Please chose an option : | 1:38:21 AM |
| Karen Kropp | I'd like to report an Issue | 1:38:29 AM |
| Acebuddy | Please select an option! | 1:38:29 AM |
| Karen Kropp | Other Issue | 1:38:42 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:38:42 AM |
| Karen Kropp | I cannot open my remote server | 1:38:53 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:38:54 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:38:54 AM |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> | 1:39:15 AM |
| Karen Kropp | I am receiving error code 0x808 and cannot open my remote server | 1:39:19 AM |
| Karan Bhattacharya | Hi Karen, | 1:39:45 AM |
| | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. | 1:39:51 AM |
| | is there any screenshot if you can share? | 1:40:31 AM |
| | <i>1:41:10 AMKaren Kropp is sharing a file with you</i> <i>image.png - (Size:55.04 KB)</i> | 1:41:10 AM |
| Karen Kropp | Sorry wrong screen | 1:41:21 AM |

| | | |
|--------------------|---|------------|
| | [Window Title] Remote Desktop Connection [Content] The remote session was disconnected because there are no Remote Desktop License Servers available to provide a license. Please contact the server administrator. [^] Hide details [OK] [Expanded Information] Error code: 0x808 Extended error code: 0x101 Timestamp (UTC): 10/28/25 08:07:45 PM Press Ctrl+C to copy. | 1:41:29 AM |
| Karan Bhattacharya | ok | 1:41:58 AM |
| | 1:42:23 AMKaren Kropp is sharing a file with you Screenshot 2025-10-28 141148.png - (Size:78.16 KB) | 1:42:23 AM |
| | allow me few minutes,I am checking some detail at backend | 1:43:22 AM |
| Karen Kropp | ok | 1:43:29 AM |
| Karan Bhattacharya | I am still checking on the same,please be on chat. | 1:50:13 AM |
| Karen Kropp | ok | 1:50:19 AM |
| Karan Bhattacharya | please try now | 1:54:24 AM |
| Karen Kropp | Doesn't work - getting the same message | 1:55:05 AM |
| Karan Bhattacharya | ok,let me check | 1:55:13 AM |
| Karen Kropp | We are still working on it from backend | 2:03:25 AM |
| | ok | 2:03:39 AM |
| | Is there a problem with the server? | 2:18:06 AM |
| | Are you still there? | 2:19:21 AM |
| | karen.bythebooks has ended this chat session | 2:20:48 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82342 LESLIE STEPHENS

Email: stephenshardwood@highland.net 📞 14236632564

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

8 Oct, 1:49:24 AM

Average Response Time: 1 Min 9 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES


Chat Transcript

Chat Duration : 36 Mins 47 Secs

| | | |
|-----------------|--|-------------------|
| LESLIE STEPHENS | Hello, I am your Acebuddy | 8 Oct, 1:49:24 AM |
| Acebuddy | Hello Les, I'm your Ace Buddy. I'll be happy to assist you! | 1:49:25 AM |
| | Whom Would You Like to Connect With? | 1:49:25 AM |
| LESLIE STEPHENS | Technical Support (QB & App Hosting) | 1:49:27 AM |
| Acebuddy | Welcome to Ace Support. | 1:49:27 AM |
| | Please chose an option : | 1:49:27 AM |
| LESLIE STEPHENS | I'd like to report an Issue | 1:49:32 AM |
| Acebuddy | Please select an option! | 1:49:32 AM |
| LESLIE STEPHENS | Other Issue | 1:49:36 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:49:36 AM |
| LESLIE STEPHENS | Connecting to old profile instead of now | 1:49:49 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:49:49 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:49:49 AM |
| LESLIE STEPHENS | ew | 1:49:50 AM |
| | instead of new | 1:49:55 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 1:50:02 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 1:50:21 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:50:30 AM |
| LESLIE STEPHENS | SH_AdminNew | 1:50:38 AM |
| | .NENT1 | 1:50:47 AM |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. | 1:51:58 AM |
| LESLIE STEPHENS | Can I give you control of my main computer network? | 1:52:10 AM |
| | I just had a new profile created because the old could not be repaired and it keeps opening up the old. | 1:52:36 AM |
| Shubham Maurya | Sure, will help you to login new profile, let me check if it's updated under your account or not as I can see you do have an ongoing ticket for that new profile #780457 | 1:54:34 AM |
| LESLIE STEPHENS | Thank you I have been needing to complete payroll since yesterday morning and I cannot leave today | 1:55:19 AM |

| | | |
|-----------------|---|------------|
| | until it is finished. | |
| Shubham Maurya | I completely understand the urgency of this Leslie, let me check at your end. | 1:57:40 AM |
| | May I take the remote access of your local computer? | 1:57:42 AM |
| LESLIE STEPHENS | Yes | 1:57:47 AM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/3982096299 | 1:58:02 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 1:58:14 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 1:58:20 AM |
| | Please open new mail having RDP file attached in it. | 2:00:03 AM |
| | Is there anything else I may help you with ? | 2:25:32 AM |
| LESLIE STEPHENS | Thank you. That is all I needed today. | 2:25:36 AM |
| Shubham Maurya | Thanks for your patience with us while working on this. | 2:25:55 AM |
| | Have a good one ! | 2:26:00 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 2:26:05 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:26:08 AM |

Shubham Maurya has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82249 xianna zhong

Email: visionpointtax@gmail.com 📞 19173029317

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: SAN JOSE

State: California

6 Oct, 10:23:20 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 14 Secs

| | | |
|-----------------|--|--------------------|
| xianna zhong | Hello, I am your Acebuddy | 6 Oct, 10:23:21 AM |
| Acebuddy | Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you! | 10:23:22 AM |
| | Whom Would You Like to Connect With? | 10:23:22 AM |
| xianna zhong | Technical Support (QB & App Hosting) | 10:23:27 AM |
| Acebuddy | Welcome to Ace Support. | 10:23:27 AM |
| | Please chose an option : | 10:23:27 AM |
| xianna zhong | I'd like to report an Issue | 10:23:33 AM |
| Acebuddy | Please select an option! | 10:23:33 AM |
| xianna zhong | Other Issue | 10:23:38 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:23:38 AM |
| xianna zhong | cannot open lacerte | 10:23:47 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:23:47 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:23:47 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 10:24:02 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 10:24:08 AM |
| xianna zhong | Hi Shubham | 10:24:19 AM |
| Shubham Kataria | Hello Xianna | 10:24:21 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:24:26 AM |
| xianna zhong | I requested to update lacerte and taxdome early today and now I cannot open lacerte | 10:24:50 AM |
| | xianna zhong | 10:25:30 AM |
| Shubham Kataria | Alright, I will surely help you with this. Kindly confirm your business name | 10:25:34 AM |
| xianna zhong | visionpoint Tax & consulting | 10:25:40 AM |
| Shubham Kataria | And also please confirm if Lacerte is not opening due to pending updates | 10:26:01 AM |
| xianna zhong | It says it has an update version and needs admin to grant | 10:27:09 AM |
| Shubham Kataria | Alright let me check, please allow me a minute | 10:27:22 AM |
| | Thank you for your patience. | 10:28:15 AM |
| | I have initiated the updated for lacerte | 10:28:31 AM |
| xianna zhong | a newer version of the lacerte ta xprogram is now available. The tax program will close and load the | |

| | | |
|-----------------|---|-------------|
| | updated version to your machine. | 10:28:44 AM |
| Shubham Kataria | And it will be completed in next 10 minues | 10:28:53 AM |
| xianna zhong | thanks. | 10:29:22 AM |
| | please also update taxdome | 10:29:28 AM |
| Shubham Kataria | Sure | 10:29:36 AM |
| | <i>10:29:47 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:68.47 KB)</i> <i>Updates are running</i> | 10:29:47 AM |
| xianna zhong | thx. | 10:29:54 AM |
| | for taxdome it needs restart | 10:30:05 AM |
| | i will log off | 10:30:28 AM |
| | please update me through email. thanks.. | 10:30:36 AM |
| | I sent the request like more than 12 hours ago .. | 10:30:50 AM |
| | <i>10:31:05 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:59.92 KB)</i> <i>Yes, its asking for reboot. Once the lacerte update completed, I will install Taxdome update as well</i> | 10:31:05 AM |
| | It's tax season.. | 10:31:07 AM |
| | Thanks.. | 10:31:13 AM |
| | I do need your team's full support. | 10:31:33 AM |
| Shubham Kataria | We apologies for the delay but the updates will get completed in next 10 minutes. | 10:31:50 AM |
| | This is noted. We will take care of it. | 10:32:08 AM |
| | Kindly confirm if we may end the chat session. We will notify you via email once the update is complete. | 10:33:27 AM |
| xianna zhong | Thanks. | 10:33:41 AM |
| Shubham Kataria | You're welcome | 10:33:58 AM |
| | Is there anything else I may help you with ? | 10:34:08 AM |
| | Are we still connected here? | 10:35:21 AM |
| | Are we still connected here? | 10:36:34 AM |
| | Are we still connected here? | 10:37:06 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:37:33 AM |
| | <i>Shubham Kataria has ended this chat session</i> | 10:37:35 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 3:12:30 AM

#82816 davis
Email: davis@straighttalkcpas.com ☎ 637325663660
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: GUADALUPE
State: Alajuela
Country: COSTA RICA

Chat Transcript

Chat Duration : 41 Mins 16 Secs

| | | |
|----------|--|--------------------|
| davis | Hello, I am your Acebuddy | 22 Oct, 3:12:31 AM |
| Acebuddy | Hello Davis Duncan, I'm your Ace Buddy. I'll be happy to assist you! | 3:12:32 AM |
| | Whom Would You Like to Connect With? | 3:12:32 AM |
| davis | Technical Support (QB & App Hosting) | 3:12:42 AM |
| Acebuddy | Welcome to Ace Support. | 3:12:42 AM |
| | Please chose an option : | 3:12:42 AM |
| davis | I'd like to raise a Request | 3:12:48 AM |
| Acebuddy | Please select your request type. | 3:12:48 AM |
| davis | Other Request | 3:12:59 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 3:12:59 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 3:12:59 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 3:53:47 AM |
| | Ended due to chat idle timeout | 3:53:47 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 11:34:00 PM

#83080 David Fletcher
Email: davidf@surfaceenergysolutions.com 📞 19053306341
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 33 Secs
City: TORONTO
State: Ontario
Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 23 Secs

| | | |
|----------------|--|---------------------|
| David Fletcher | Hello, I am your Acebuddy | 29 Oct, 11:34:00 PM |
| Acebuddy | Hello David Fletcher, I'm your Ace Buddy. I'll be happy to assist you! | 11:34:01 PM |
| | Whom Would You Like to Connect With? | 11:34:01 PM |
| David Fletcher | Technical Support (QB & App Hosting) | 11:34:09 PM |
| Acebuddy | Welcome to Ace Support. | 11:34:09 PM |
| | Please chose an option : | 11:34:09 PM |
| David Fletcher | I'd like to report an Issue | 11:34:16 PM |
| Acebuddy | Please select an option! | 11:34:16 PM |
| David Fletcher | Other Issue | 11:34:21 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:34:21 PM |
| David Fletcher | I am having problems trying to log into transaction pro. Its stuck on the license activation screen | 11:37:18 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:37:19 PM |

| | | |
|----------------|--|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:37:19 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 11:37:46 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 11:37:50 PM |
| | Hello David | 11:37:55 PM |
| David Fletcher | my transaction pro is not working | 11:38:49 PM |
| Shashwat Verma | I will surely help you with this issue. | 11:39:01 PM |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 11:39:06 PM |
| David Fletcher | yes this is the first time. We only use it once a week. One of the users Mahalia was trying to use it this morning it is stuck on the activation screen. I am trying it with my login and its doing the same thing | 11:41:04 PM |
| Shashwat Verma | Thanks for the confirmation ! Kindly try now to re-launch the application again, we have made some changes from backend | 11:41:12 PM |
| David Fletcher | I have trying and the window has come up and took a couple minutes to allow me to enter my credentials. I just entered the credentials and it seems to be stuck still | 11:44:45 PM |
| Shashwat Verma | Okay | 11:45:10 PM |
| | David, I have also tried to launch the application at my end too, and it seems like it also get stuck on the my end too, only this particular application. | 11:46:42 PM |
| | Let me repair the app for you | 11:46:50 PM |
| David Fletcher | ok thanks | 11:47:28 PM |
| Shashwat Verma | David to repair the app we need to logoff other users on the server | 11:50:19 PM |
| | <i>11:50:21 PMDavid Fletcher is sharing a file with you</i> <i>Capture.PNG</i> - (<i>Size:334.22 KB</i>) | 11:50:21 PM |
| David Fletcher | ok thats fine | 11:50:33 PM |
| Shashwat Verma | Okay thanks for the credentails | 11:50:40 PM |
| | We'll try the same from our end, it might take 40mins to do the same | 11:51:17 PM |
| | Is that work for you? | 11:51:22 PM |
| David Fletcher | I will get everyone to log out now | 11:52:01 PM |
| Shashwat Verma | Sure, will let you know on email, once done | 11:52:17 PM |
| | Is there anything else I may help you with ? | 11:52:21 PM |
| David Fletcher | should everyone stay logged out until I get the email? | 11:52:50 PM |
| | Everyone is logged out now | 11:53:04 PM |
| Shashwat Verma | Yes, that will be fine, if possible | 11:53:18 PM |
| | Okay | 11:53:25 PM |
| David Fletcher | ok. | 11:53:39 PM |
| | | |

| | | |
|----------------|---|-------------|
| Shashwat Verma | I have started the process , once done, will let you know | 11:53:53 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:54:09 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 11:54:21 PM |
| | <i>Shashwat Verma has ended this chat session</i> | 11:54:24 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 6 Oct, 11:15:26 PM

#82278 Bebe Bertolet HILLEGASS

Email: bebe@bearinc.com ☎ 15105493300 x 105

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SANTA ROSA

State: California

Country: UNITED STATES

Chat Transcript ----- Chat Duration : 40 Mins 59 Secs

| | | |
|----------------------------|---|--------------------|
| Bebe Bertolet HILLEGASS | Hello, I am your Acebuddy | 6 Oct, 11:15:27 PM |
| Acebuddy | Hello Bebe Bertolet Hillegass, I'm your Ace Buddy. I'll be happy to assist you! | 11:15:27 PM |
| | | |

| | | |
|----------------------------|--|-------------|
| | Whom Would You Like to Connect With? | 11:15:27 PM |
| Bebe Bertolet HILLEGASS | Technical Support (QB & App Hosting) | 11:15:33 PM |
| Acebuddy | Welcome to Ace Support. | 11:15:33 PM |
| | Please chose an option : | 11:15:33 PM |
| Bebe Bertolet HILLEGASS | I'd like to raise a Request | 11:15:41 PM |
| Acebuddy | Please select your request type. | 11:15:41 PM |
| Bebe Bertolet HILLEGASS | Other Request | 11:15:51 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 11:15:51 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 11:15:51 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 11:56:26 PM |
| | <i>Ended due to chat idle timeout</i> | 11:56:26 PM |



Chat Transcript

keep getting msg "un support windows 10" detected after last update

Visitor Details

#82831

nguyen

Email: chinh_cn@yahoo.com 📞 4082096515

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

| | | |
|---------------|--|--------------------|
| nguyen | keep getting msg "un support windows 10" detected after last update | 22 Oct, 7:22:23 PM |
| Rishabh Gogia | Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. | 7:22:27 PM |
| nguyen | all my pc are windows 11 | 7:22:31 PM |
| | thx | 7:22:36 PM |
| | <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> | 7:22:38 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 7:23:22 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 7:23:25 PM |
| | I will surely help you with this issue. | 7:24:56 PM |
| nguyen | thx | 7:25:05 PM |
| Manish Singh | <p>We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues.</p> <p>We regularly apply all the latest security patches and updates released by Microsoft without delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p> <p>For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop:</p> <p>Windows Server 2022</p> <p>Windows Server 2019</p> <p>Windows Server 2016</p> <p>As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.</p> | 7:25:26 PM |
| nguyen | just curious, this never happen before | 7:26:03 PM |
| Manish Singh | Actually Windows 10 support just had ended and QuickBooks want its all users to move to Windows 11 that is the reason you are getting this message | 7:26:54 PM |
| | You can ignore this | 7:26:58 PM |
| nguyen | ok, thx | 7:27:06 PM |
| | thank you | 7:27:12 PM |
| | that's make more sense | 7:27:19 PM |
| | thank you kindly | 7:27:36 PM |
| | <i>nguyen has ended this chat session</i> | 7:27:39 PM |



Chat Transcript

Why are my clients getting a message on their server about support for windows 10 ending in their quickbooks environment?
Can you confirm whether or not they are on a Windows 11 server?

Visitor Details

15 Oct, 7:51:33 PM

#82633 Shane Touhey
Email: shane@shanetouhey.com 📞 407-221-2465
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/account-login/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 16 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 27 Secs

| | | |
|--------------|---|--------------------|
| Shane Touhey | Why are my clients getting a message on their server about support for windows 10 ending in their quickbooks environment? Can you confirm whether or not they are on a Windows 11 server? | 15 Oct, 7:51:34 PM |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. | 7:51:36 PM |
| Shane Touhey | Good day | 7:51:46 PM |
| Amit | Hello Shane. | 7:52:16 PM |
| | How may I assist you today. | 7:52:32 PM |
| Shane Touhey | My clients are getting a message on their QuickBooks screen about support for windows 10 ending . | 7:53:24 PM |
| | They are all on Windows 11 machines | 7:53:44 PM |
| | Is the server a Windows 11 server? | 7:53:56 PM |
| Amit | Shane on the hosted platform you are already on the updated one which is 11. | 7:54:21 PM |
| | I will still transfer you to our technical team to give you some more information on this. | 7:54:49 PM |

| | | |
|--------------|--|------------|
| Shane Touhey | perfect | 7:54:56 PM |
| | <i>Amit is transferring the chat to Support(QB & App Hosting).</i> | 7:55:37 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 7:56:25 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 7:56:33 PM |
| | I will surely help you with this issue. | 7:56:42 PM |
| Shane Touhey | good day | 7:56:44 PM |
| | thank you | 7:56:58 PM |
| Manish Singh | We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application. We regularly apply all latest security patches and updates released by Microsoft without any delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance. | 7:58:01 PM |
| Shane Touhey | I guess since this message is controlled by QB there is no way to not show the message? | 7:59:00 PM |
| Manish Singh | Yes, you can just ignore that | 7:59:38 PM |
| Shane Touhey | hard to ignore if it is on the screen | 8:00:01 PM |
| Manish Singh | When the pop-up appears, click “Close” or “Dismiss” . This is temporary; the message may reappear until QuickBooks setting is changed. | 8:01:54 PM |
| Shane Touhey | ok | 8:02:13 PM |
| | thank you for your help | 8:02:19 PM |
| | maybe they will turn it off when Windows 10 support fully ends. Do you know when that is? | 8:02:44 PM |
| Manish Singh | October 14th was the Date, Shane | 8:03:21 PM |
| Shane Touhey | ok I am a bit surprised that it is still showing then | 8:03:55 PM |
| | so like yesterday was the last day for Windows 10 support | 8:04:18 PM |
| Manish Singh | Yes, you do not have to worry regarding that as you accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . | 8:04:33 PM |
| Shane Touhey | ok great thank you | 8:05:03 PM |
| | have a great day | 8:05:14 PM |
| Manish Singh | When you will get this prompt again kindly click on do not show me again | 8:05:38 PM |
| | That way prompt will not reappear. | 8:06:00 PM |
| Shane Touhey | There is no where to click to close it and select do not show me again | 8:06:28 PM |
| Manish Singh | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 12:34:37 AM

#82283 Linnea Bonacci

Email: Ibonacci@cfo-rg.com 📞 15026122025

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: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 40 Secs

| | | |
|--------------------------------|--|--------------------|
| Linnea Bonacci | Hello, I am your Acebuddy | 7 Oct, 12:34:37 AM |
| Acebuddy | Hello Linnea Bonacci, I'm your Ace Buddy. I'll be happy to assist you! | 12:34:38 AM |
| | Whom Would You Like to Connect With? | 12:34:38 AM |
| Linnea Bonacci | Technical Support (QB & App Hosting) | 12:34:42 AM |
| Acebuddy | Welcome to Ace Support. | 12:34:42 AM |
| | Please chose an option : | 12:34:42 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 1:13:17 AM |
| Ended due to chat idle timeout | | 1:13:17 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 1:26:03 PM


#82712 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 24 Secs
City: CABO SAN LUCAS
State: Baja California Sur
Country: MEXICO

Chat Transcript

Chat Duration : 32 Mins 59 Secs

| | | |
|-------------|--|--------------------|
| shari | Hello, I am your Acebuddy | 17 Oct, 1:26:04 PM |
| Acebuddy | Hello Shari, I'm your Ace Buddy. I'll be happy to assist you! | 1:26:05 PM |
| | Whom Would You Like to Connect With? | 1:26:05 PM |
| shari | Technical Support (QB & App Hosting) | 1:26:07 PM |
| Acebuddy | Welcome to Ace Support. | 1:26:07 PM |
| | Please chose an option : | 1:26:07 PM |
| shari | I'd like to report an Issue | 1:26:12 PM |
| Acebuddy | Please select an option! | 1:26:12 PM |
| shari | QuickBooks Issue | 1:26:15 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:26:15 PM |
| shari | Other QB related issue | 1:26:20 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:26:20 PM |
| shari | QB time web connect is no longer working and is frozen on my screen | 1:26:50 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:26:50 PM |
| | Acebuddy (bot) forwarded the chat request | 1:26:51 PM |
| | Ankit Kumar accepted the chat transfer request. | 1:27:01 PM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today. | 1:27:09 PM |
| shari | thanks | 1:27:17 PM |
| Ankit Kumar | Hello Shari, How are you doing today? | 1:27:31 PM |
| | | |

| | | |
|-------------|--|------------|
| shari | I'm ok - the web app broke and is frozen | 1:27:56 PM |
| | can you access my remote pleaes | 1:28:05 PM |
| Ankit Kumar | I deeply apologize for the inconvenience caused to you. | 1:28:14 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:28:20 PM |
| shari | jks enterprise sbray | 1:29:21 PM |
| Ankit Kumar | Thank you for the details. | 1:29:37 PM |
| | Kindly allow me 1-2 min so that I can check the details. | 1:30:07 PM |
| | Thank you for waiting. As requested for the remote session, would it be okay if we send the request over the server screen? | 1:31:14 PM |
| shari | yes | 1:31:39 PM |
| Ankit Kumar | Prior providing the access, I would suggest you to close any important documents at your end. | 1:31:45 PM |
| shari | ok | 1:31:57 PM |
| Ankit Kumar | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:32:10 PM |
| | As per discussion over the remote session, The issue is resolved now by ending the application using task manager. | 1:44:03 PM |
| | Is there anything else I may help you with ? | 1:44:06 PM |
| shari | let me check the time app | 1:44:20 PM |
| Ankit Kumar | Sure, please take your time. | 1:44:40 PM |
| shari | its still not lagging | 1:45:26 PM |
| | sorry still not finishing | 1:46:37 PM |
| Ankit Kumar | Shari, Is it okay if I send another request for remote? | 1:47:00 PM |
| shari | yes | 1:47:21 PM |
| Ankit Kumar | Thanks for the confirmation ! | 1:47:28 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:48:11 PM |
| | Shari, I have rebooted the server as requested. | 1:55:13 PM |
| | It might take another 2-3 min for the server to be up and running again; I will let you know once the server is up. | 1:56:05 PM |
| shari | I am online | 1:56:21 PM |
| | logging in now | 1:56:26 PM |
| Ankit Kumar | Yes, the server is up and running now. Please check and let me know if it is working as expected. | 1:57:36 PM |
| shari | yes thank you | 1:58:23 PM |

| | | |
|---|--|------------|
| Ankit Kumar | Awesome | 1:58:39 PM |
| | Is there anything else I may help you with ? | 1:58:43 PM |
| shari | no thanks | 1:58:51 PM |
| Ankit Kumar | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:58:58 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:59:00 PM |
| | <i>Ankit Kumar has ended this chat session</i> | 1:59:03 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82897 pstapleton

Email: pstapleton@tippffloor.com 📞 12019838438

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 55 Secs

| | | |
|--------------------|---|--------------------|
| pstapleton | Hello, I am your Acebuddy | 24 Oct, 2:41:03 AM |
| Acebuddy | Hello Pstapleton, I'm your Ace Buddy. I'll be happy to assist you! | 2:41:04 AM |
| | Whom Would You Like to Connect With? | 2:41:04 AM |
| pstapleton | Technical Support (QB & App Hosting) | 2:41:11 AM |
| Acebuddy | Welcome to Ace Support. | 2:41:11 AM |
| | Please chose an option : | 2:41:11 AM |
| pstapleton | I'd like to report an Issue | 2:41:22 AM |
| Acebuddy | Please select an option! | 2:41:22 AM |
| pstapleton | QuickBooks Issue | 2:41:26 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 2:41:26 AM |
| pstapleton | QuickBooks is Frozen | 2:41:58 AM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 2:41:58 AM |
| | Was that helpful? | 2:41:58 AM |
| pstapleton | No | 2:42:11 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 2:42:11 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:42:11 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 2:42:58 AM |
| | <i>Yash Kalra is transferring the chat to Karan Bhattacharya.</i> | 2:43:07 AM |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> | 2:43:34 AM |
| pstapleton | Hi Karen | 2:44:04 AM |
| | Hi Katan | 2:44:19 AM |
| | Karan | 2:44:27 AM |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. | 2:45:22 AM |
| pstapleton | Thanks, I just raised Ticket ID: 790813 | 2:45:46 AM |
| Karan Bhattacharya | ok,what's the issue are you facing? | 2:46:12 AM |
| pstapleton | It appears users can't login or are frozen on one of our company files | 2:46:41 AM |
| | so one is working ok and the other is frozed I am told | 2:46:58 AM |
| Karan Bhattacharya | Is it happening with multiple users? | 2:47:22 AM |
| pstapleton | I am being told we can't get into either now | 2:47:44 AM |
| | For multiple users in multiple locations | 2:48:05 AM |
| Karan Bhattacharya | ok,let me check the details at the backened,allow me 6-7 minutes. | 2:48:30 AM |

| | | |
|--------------------|--|------------|
| pstapleton | ok, I have asked any users who are logged in to save work and logout | 2:50:36 AM |
| | not sure if there are but just in case, so you have the option to reboot the server if necessary | 2:51:12 AM |
| Karan Bhattacharya | Thank you for your patience. | 2:53:41 AM |
| | I have made some changes | 2:53:51 AM |
| | Please try now | 2:53:54 AM |
| pstapleton | ok, moment | 2:55:13 AM |
| | Did you find an issue? | 2:55:26 AM |
| Karan Bhattacharya | it seems that due to multiple instances of qb for users it was hampering the access. | 2:56:55 AM |
| | Is it working now? | 2:57:10 AM |
| pstapleton | I am able to login. I am just having another user confirm, one more minute please | 2:59:03 AM |
| Karan Bhattacharya | sure,please take your time. | 2:59:17 AM |
| pstapleton | ok, I am being told it looks good. Thanks for your quick support | 3:00:45 AM |
| Karan Bhattacharya | Glad to hear that issue is not appearing anymore,Is there anything else with which I can assist you? | 3:02:06 AM |
| pstapleton | That's it. You can close the ticket... | 3:02:57 AM |
| Karan Bhattacharya | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 3:03:41 AM |
| | <i>Karan Bhattacharya has ended this chat session</i> | 3:03:58 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 10:41:05 PM

#82272 Moeller

Email: kelly@farmfinancialsolutions.com 📞 6122908679

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 1 Sec

| | | |
|--------------|--|--------------------|
| Moeller | Hello, I am your Acebuddy | 6 Oct, 10:41:05 PM |
| Acebuddy | Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you! | 10:41:06 PM |
| | Whom Would You Like to Connect With? | 10:41:06 PM |
| Moeller | Technical Support (QB & App Hosting) | 10:41:16 PM |
| Acebuddy | Welcome to Ace Support. | 10:41:16 PM |
| | Please chose an option : | 10:41:16 PM |
| Moeller | I'd like to report an Issue | 10:41:24 PM |
| Acebuddy | Please select an option! | 10:41:24 PM |
| Moeller | Other Issue | 10:41:27 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:41:27 PM |
| Moeller | Cannot connect to server | 10:41:40 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:41:41 PM |
| | Acebuddy (bot) forwarded the chat request | 10:41:41 PM |
| | Sanyam Madan accepted the chat transfer request. | 10:42:00 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 10:42:05 PM |
| | Hello kelly , how are you doing | 10:42:18 PM |
| Moeller | My dad is having trouble with his server AGAIN! | 10:42:21 PM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:42:38 PM |
| Moeller | RobertA | 10:42:53 PM |
| Sanyam Madan | Thank you for the information and allow 2 minutes to check the same. | 10:43:06 PM |
| Moeller | I am not on the computer that is not working. This issue has been ongoing for far too long! We need | 10:43:54 PM |

| | | |
|--------------|--|-------------|
| | this to stop happening. | |
| Sanyam Madan | I apologize for the trouble you’ve experienced. I want to assure you that we will be taking the necessary steps to resolve this issue. | 10:44:21 PM |
| | May I take the remote access of his local computer? | 10:44:32 PM |
| Moeller | He has it in willmar | 10:44:47 PM |
| | I am not with him | 10:44:54 PM |
| Sanyam Madan | Can you transfer him the remote session link ? | 10:45:27 PM |
| Moeller | yes | 10:45:44 PM |
| Sanyam Madan | https://assist.acecloudhosting.com/join/7522037216 | 10:46:02 PM |
| | Please ask him to paste this link in the browser of local computer and join the session. | 10:46:17 PM |
| | Are we still connected here? | 10:48:17 PM |
| Moeller | Yep, just emailing him the link | 10:48:28 PM |
| | He is really frustrated that we have to ask you to fix it all the time | 10:48:52 PM |
| | I don't ever have an issue, just him. | 10:49:04 PM |
| Sanyam Madan | I deeply apologize for the inconvenience caused. | 10:50:50 PM |
| | We will make sure his issue does not repeat again | 10:51:07 PM |
| Moeller | He says you should have control | 10:51:12 PM |
| Sanyam Madan | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 10:51:19 PM |
| Moeller | okay | 10:51:33 PM |
| Sanyam Madan | Hi kelly , issue has been resolved and we will make sure this never happen again😊 | 11:01:37 PM |
| | Is there anything else I may help you with ? | 11:01:43 PM |
| Moeller | Nope, that is it! Thanks! | 11:01:57 PM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 11:02:02 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:02:05 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 11:02:07 PM |



Hello, I am your Acebuddy

Visitor Details

6 Oct, 9:45:11 PM

6 Oct, 9:45:11 PM

#82268 marisol

Email: marisol@craftemergency.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 25 Secs

Chat Duration : 38 Mins 25 Secs

| | | |
|----------|--|-------------------|
| marisol | Hello, I am your Acebuddy | 6 Oct, 9:45:11 PM |
| Acebuddy | Hello Marisol Gomez, I'm your Ace Buddy. I'll be happy to assist you! | 9:45:13 PM |
| | Whom Would You Like to Connect With? | 9:45:13 PM |
| marisol | Technical Support (QB & App Hosting) | 9:45:26 PM |
| Acebuddy | Welcome to Ace Support. | 9:45:26 PM |
| | Please chose an option : | 9:45:26 PM |
| marisol | I'd like to raise a Request | 9:45:36 PM |
| Acebuddy | Please select your request type. | 9:45:36 PM |
| marisol | Other Request | 9:45:48 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 9:45:48 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 9:45:48 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 10:23:37 PM |
| | Ended due to chat idle timeout | 10:23:37 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 4:59:16 PM

#82914 Manny Naya
Email: manny.naya@mncpafirm.com ☎ 4074341320
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: MAITLAND
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 2 Secs

| | | |
|------------|--|--------------------|
| Manny Naya | Hello, I am your Acebuddy | 24 Oct, 4:59:17 PM |
| Acebuddy | Hello Manny Naya, I'm your Ace Buddy. I'll be happy to assist you! | 4:59:18 PM |
| | Whom Would You Like to Connect With? | 4:59:18 PM |
| Manny Naya | Technical Support (QB & App Hosting) | 4:59:25 PM |
| Acebuddy | Welcome to Ace Support. | 4:59:25 PM |
| | Please chose an option : | 4:59:25 PM |
| Manny Naya | I'd like to report an Issue | 4:59:35 PM |
| Acebuddy | Please select an option! | 4:59:36 PM |
| Manny Naya | QuickBooks Issue | 4:59:40 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 4:59:40 PM |
| Manny Naya | Other QB related issue | 4:59:46 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:59:46 PM |
| | 5:00:16 PMManny Naya is sharing a file with you image.png - (Size:27.2 KB) | 5:00:16 PM |
| | Please wait while we connect you to a Support Representative | 5:00:17 PM |
| | Acebuddy (bot) forwarded the chat request | 5:00:17 PM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 8:41:12 PM

#82130 Jennifer Snyder
Email: jsnyder@saratogaconstruction.net 📞 15185870100
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 20 Secs
City: BALLSTON LAKE
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 20 Secs

| | | |
|--------------------|---|-------------------|
| Jennifer Snyder | Hello, I am your Acebuddy | 1 Oct, 8:41:12 PM |
| Acebuddy | Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you! | 8:41:13 PM |
| | Whom Would You Like to Connect With? | 8:41:13 PM |
| Jennifer Snyder | Technical Support (QB & App Hosting) | 8:41:15 PM |
| Acebuddy | Welcome to Ace Support. | 8:41:15 PM |
| | Please chose an option : | 8:41:15 PM |
| Jennifer Snyder | I'd like to report an Issue | 8:41:21 PM |
| Acebuddy | Please select an option! | 8:41:21 PM |
| Jennifer Snyder | Other Issue | 8:41:26 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:41:26 PM |
| Jennifer Snyder | Display Issue | 8:41:34 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:41:35 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:41:35 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 8:41:44 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 8:41:49 PM |

| | | |
|--------------------|--|------------|
| | Hello Jennifer | 8:41:57 PM |
| Jennifer Snyder | hello | 8:42:47 PM |
| Sujeet Kumar Suman | How are you doing? | 8:42:58 PM |
| Jennifer Snyder | I had the server installed on new computer today and I was wondering how to have it displayed on only one monitor? | 8:43:23 PM |
| Sujeet Kumar Suman | I understand your point. | 8:43:50 PM |
| | Y*ou that you can adjust these settings within your RDP file by following the steps below:* Right-click the RDP file and select Show more options (on Windows 11), then choose Edit . Go to the Display tab (here, you can modify the display settings). Uncheck the box “Use all my monitors for the remote session.” Click the General tab, then click Save . | 8:44:36 PM |
| Jennifer Snyder | can you assit with this? | 8:44:37 PM |
| | where is the RDP file? | 8:45:22 PM |
| Sujeet Kumar Suman | May I take the remote access of your local computer? | 8:45:41 PM |
| | This is to assist you with logging into the server on your new laptop, as well as resolving the monitor issue. | 8:46:55 PM |
| Jennifer Snyder | actually, I found it and fixed it | 8:47:17 PM |
| | thank you | 8:47:18 PM |
| Sujeet Kumar Suman | Most welcome. | 8:47:26 PM |
| | Is there anything else I may help you with ? | 8:47:31 PM |
| Jennifer Snyder | no, thank you | 8:48:13 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 8:48:19 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 8:48:23 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:48:27 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 8:48:31 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 8:48:33 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 7:48:33 PM

#82172 Waynette Baker
Email: wbaker@bcbldrs.com 📞 7137831192
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Microsoft Edge
Device: Mobile
City: PASADENA
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 18 Secs

| | | |
|----------------|--|-------------------|
| Waynette Baker | Hello, I am your Acebuddy | 2 Oct, 7:48:34 PM |
| Acebuddy | Hello Waynette Baker, I'm your Ace Buddy. I'll be happy to assist you! | 7:48:34 PM |
| | Whom Would You Like to Connect With? | 7:48:34 PM |
| Waynette Baker | Technical Support (QB & App Hosting) | 7:48:42 PM |
| Acebuddy | Welcome to Ace Support. | 7:48:42 PM |
| | Please chose an option : | 7:48:42 PM |
| Waynette Baker | I'd like to report an Issue | 7:48:48 PM |
| Acebuddy | Please select an option! | 7:48:48 PM |
| Waynette Baker | QuickBooks Issue | 7:48:54 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 7:48:54 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:22:52 PM |
| | Ended due to chat idle timeout | 8:22:52 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 6:55:37 PM

#83118 Niven Nutt
Email: niven@acitbahamas.com 📞 2424241193
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: NASSAU
State: New Providence
Country: BAHAMAS

Chat Transcript

Chat Duration : 35 Mins 41 Secs

| | | |
|----------------|--|--------------------|
| Niven Nutt | Hello, I am your Acebuddy | 30 Oct, 6:55:37 PM |
| Acebuddy | Hello Niven Nutt, I'm your Ace Buddy. I'll be happy to assist you! | 6:55:38 PM |
| | Whom Would You Like to Connect With? | 6:55:38 PM |
| Niven Nutt | Managed Security | 6:55:49 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 6:55:49 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:55:49 PM |
| | <i>Suneetha Barre accepted the chat transfer request.</i> | 6:55:58 PM |
| Suneetha Barre | Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you? | 6:56:20 PM |
| Niven Nutt | The following user on our account caribbean.myrealdata.net (CID 69140) was diabled mistakenly. I reenabled the account but when the user tries to log in it says he is not authorized for remote login | 6:57:29 PM |
| Suneetha Barre | Thank you for sharing details with us. | 6:57:33 PM |
| Niven Nutt | i need that user added back to the "remote login" group | 6:57:48 PM |
| Suneetha Barre | Kindly allow me to transfer this chat to concerned team. | 6:57:58 PM |

| | | |
|---------------------|--|------------|
| | <i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i> | 6:58:09 PM |
| Niven Nutt | the user name is GeovanieR_CLL@myrealddata.net | 6:58:10 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 6:58:15 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 6:58:23 PM |
| Niven Nutt | good morning | 6:58:57 PM |
| Vikas Singh Chauhan | Sure, I can help with that. Let me look into it for you. | 6:59:03 PM |
| | The server name is caribbean.myrealddata.net ? | 6:59:21 PM |
| Niven Nutt | yes | 6:59:28 PM |
| Vikas Singh Chauhan | Okay | 6:59:33 PM |
| | Allow me to connect to the server. | 6:59:52 PM |
| Niven Nutt | ok | 6:59:59 PM |
| Vikas Singh Chauhan | I see seven server in your account, on which server RDP do you need me to add. | 7:01:21 PM |
| Niven Nutt | caribbean.myrealddata.net | 7:01:49 PM |
| Vikas Singh Chauhan | Okay | 7:02:01 PM |
| | Please allow me 2-3 minutes. | 7:02:11 PM |
| Niven Nutt | ok | 7:02:18 PM |
| Vikas Singh Chauhan | I am connecting to Active Directory server, please allow me 2 more minutes. | 7:05:40 PM |
| Niven Nutt | ok | 7:05:49 PM |
| Vikas Singh Chauhan | The user [GeovanieR_CLL](mailto:GeovanieR_CLL@myrealddata.net) added now to the RDP group of the server, please ask user to login again. | 7:07:19 PM |
| Niven Nutt | ok please hold | 7:07:53 PM |
| Vikas Singh Chauhan | Sure, please take your time | 7:08:05 PM |
| Niven Nutt | i am getting a message that says "Remote desktop cant find the computer "Cariibbean.myrealddata.net" | 7:11:47 PM |
| | i am, able to log in to it with other username | 7:12:24 PM |
| Vikas Singh Chauhan | Okay | 7:12:30 PM |
| | The local computer where you are getting this error, do you have it with you right now ? (Edited) | 7:13:07 PM |
| Niven Nutt | yes | 7:13:29 PM |
| | <i>7:14:10 PM</i> Niven Nutt is sharing a file with you ace error messge.JPG - (Size:21.89 KB) | 7:14:10 PM |
| | <i>Niven Nutt has initiated a remote assistance session. Would you like to access Niven Nutt's screen?</i> | 7:14:30 PM |
| | it looks like it is working now | 7:14:46 PM |
| | yes i ahve accessed it | 7:15:07 PM |
| | | |

| | | |
|---------------------|---|------------|
| Vikas Singh Chauhan | Okay Great, if you still get the same error, you can open the Command Prompt and type ipconfig /flushdns | 7:15:25 PM |
| Niven Nutt | ok | 7:15:34 PM |
| Vikas Singh Chauhan | Is there anything else I may help you with ? | 7:15:42 PM |
| Niven Nutt | actually yes... | 7:15:53 PM |
| Vikas Singh Chauhan | Okay, please let me know. | 7:16:08 PM |
| Niven Nutt | i had initiated support ticket 790283 | 7:16:35 PM |
| | in my ticket i was saying we did not need the following remote machines anymore • Caribbean2.myrealdata.net • Caribbean4.myrealdata.net • Caribbean5.myrealdata.net • Caribbean6.myrealdata.net | 7:16:57 PM |
| | i had also given them the users that were assigned to those machines | 7:17:17 PM |
| Vikas Singh Chauhan | Okay, let me check it once. | 7:17:36 PM |
| Niven Nutt | so this morning i got the message that they had removed the users • Quick Books-POS Private Cloud (Caribbean2.myrealdata.net) with 1 user (myrealdata\GeovanieR_CLL) • Quick Books-POS Private Cloud (Caribbean4.myrealdata.net) with 1 user (myrealdata\DemetriaM_CLL) • Quick Books-POS Private Cloud (Caribbean5.myrealdata.net) with 1 user (PosTwo_CLL@myrealdata.net) • Quick Books-POS Private Cloud (Caribbean6.myrealdata.net) with 1 user (PosOne_CLL@myrealdata.net) | 7:17:50 PM |
| | which is what caused the issue because user GeovanieR_CLL logged into two different machines | 7:18:23 PM |
| | but my intent was to have the machines discontinued not the users | 7:18:40 PM |
| | we no longer are using QB POS so we dont need all of those extra machines | 7:19:15 PM |
| | we are keeping 1 of them until our new POS is online | 7:19:38 PM |
| | but the rest we awnt stopped immediately | 7:19:48 PM |
| Vikas Singh Chauhan | Okay understood. I have checked the ticket and it is with our senior escalation team. I will inform them about the same to just discontinue the machines not the users. | 7:20:41 PM |
| | As per email in that ticket, mentioned users are removed GeovanieR_CLL DemetriaM_CLL PosTwo_CLL PosOne_CLL | 7:22:07 PM |
| Niven Nutt | ok...they do not have to enable the other 3 users that were stopped because they only accessed the specific machines that we are discontinued | 7:22:16 PM |
| Vikas Singh Chauhan | Okay , you mean below users ? DemetriaM_CLL PosTwo_CLL PosOne_CLL | 7:22:42 PM |
| Niven Nutt | yes | 7:22:52 PM |
| | we do not need those susers | 7:22:58 PM |
| Vikas Singh Chauhan | | 7:23:03 PM |

| | | |
|---------------------|--|------------|
| | Got it. | |
| | I will mention this on the ticket so that they are aware of it. (Edited) | 7:23:29 PM |
| Niven Nutt | thank you | 7:23:37 PM |
| | To confirm, we will not be billed for these machines in November since the request was put in over 1 week ago | 7:24:19 PM |
| Vikas Singh Chauhan | No worries. | 7:24:27 PM |
| | Yes as the request was made earlier, so you will not get charged but still I will confirm it for you. | 7:25:11 PM |
| | Allow me 2 minutes please. | 7:25:18 PM |
| Niven Nutt | thank you....you have been very helpful | 7:25:31 PM |
| Vikas Singh Chauhan | No worries Niven | 7:28:29 PM |
| | I have checked it and regarding the billing part, only billing team can confirm it. | 7:28:54 PM |
| | I would request you to email the same question about the billing of those discontinued servers to the ticket number you have mentioned. | 7:29:34 PM |
| Niven Nutt | ok i iwll thank you | 7:29:54 PM |
| Vikas Singh Chauhan | The escalation team member will forward the ticket to billing team so that someone from billing team can reach out to you on this. | 7:30:12 PM |
| Niven Nutt | ok | 7:30:23 PM |
| | thanks again | 7:30:26 PM |
| Vikas Singh Chauhan | No worries. | 7:30:33 PM |
| | Is there anything else I may help you with ? | 7:30:37 PM |
| Niven Nutt | that is it | 7:30:43 PM |
| Vikas Singh Chauhan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 7:30:52 PM |
| Niven Nutt | good bye | 7:30:52 PM |
| | ok | 7:31:01 PM |
| Vikas Singh Chauhan | Have good one Niven. | 7:31:06 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:31:15 PM |
| | | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 9:21:43 PM

#82590 marlina
Email: marlina@pcseinc.com
Department: Support(QB & App Hosting)
Operator: Dushyant
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: WOODWAY
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 56 Secs

| | | |
|----------|---|--------------------|
| marlina | Hello, I am your Acebuddy | 14 Oct, 9:21:44 PM |
| Acebuddy | Hello Marlina, I'm your Ace Buddy. I'll be happy to assist you! | 9:21:44 PM |
| | Whom Would You Like to Connect With? | 9:21:44 PM |
| marlina | Technical Support (QB & App Hosting) | 9:21:49 PM |
| Acebuddy | Welcome to Ace Support. | 9:21:49 PM |
| | Please chose an option : | 9:21:49 PM |
| marlina | I'd like to report an Issue | 9:21:55 PM |
| Acebuddy | Please select an option! | 9:21:55 PM |
| marlina | QuickBooks Issue | 9:21:59 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:21:59 PM |
| marlina | QuickBooks is Frozen | 9:22:12 PM |

| | | |
|----------|--|------------|
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 9:22:12 PM |
| | Was that helpful? | 9:22:12 PM |
| marlina | No | 9:22:18 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 9:22:18 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:22:18 PM |
| | <i>Ankit declined the transfer request.</i> | 9:22:29 PM |
| | <i>Dushyant accepted the chat transfer request.</i> | 9:22:46 PM |
| Dushyant | Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today. | 9:22:50 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:23:00 PM |
| marlina | Hi Dushyant | 9:23:07 PM |
| | i think my server name is marlinanew? its power control systmes engineering | 9:23:48 PM |
| Dushyant | Thank you for the details. | 9:24:22 PM |
| | May i know is your Quickbooks application is frozen, or the other apps as well? | 9:24:43 PM |
| | May i know is other colleagues are also having the issues? | 9:24:52 PM |
| marlina | yes qb is frozen. its not even loading completly. | 9:25:09 PM |
| | i have no colleagues | 9:25:20 PM |
| Dushyant | Thank you for the information. | 9:25:43 PM |
| | May I take the remote access of your local computer? | 9:25:51 PM |
| marlina | yes | 9:25:55 PM |
| Dushyant | Prior providing the access, I would suggest you to close any important documents at your end. | 9:26:15 PM |
| marlina | ok | 9:26:21 PM |
| Dushyant | https://assist.acecloudhosting.com/join/7422756831 | 9:26:36 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:29:25 PM |
| | Thank you for your patience. | 9:42:52 PM |
| | Issue got fixed. | 9:42:57 PM |
| | Is there anything else I may help you with ? | 9:43:01 PM |
| marlina | issue fixed! thank you! | 9:43:20 PM |
| Dushyant | Anytime! | 9:43:27 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:43:32 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |

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

Thanks!

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/>)

9:43:38 PM

Dushyant has ended this chat session

9:43:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 3:39:22 AM

#82441 info
Email: info@brkimcpa.com 📞 9729724930
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 58 Secs

| | | |
|----------|--|--------------------|
| info | Hello, I am your Acebuddy | 10 Oct, 3:39:23 AM |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 3:39:24 AM |
| | Whom Would You Like to Connect With? | 3:39:24 AM |
| info | Technical Support (QB & App Hosting) | 3:39:27 AM |
| Acebuddy | Welcome to Ace Support. | 3:39:27 AM |
| | | |

| | | |
|--------------------|--|------------|
| | Please chose an option : | 3:39:27 AM |
| info | I'd like to raise a Request | 3:39:52 AM |
| Acebuddy | Please select your request type. | 3:39:52 AM |
| info | Other Request | 3:40:14 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 3:40:14 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 3:40:14 AM |
| info | Yes, I'm facing issues with my server | 3:40:21 AM |
| Acebuddy | Please select an option! | 3:40:22 AM |
| info | Other Issue | 3:41:00 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:41:00 AM |
| info | Can't open a company file in Quick book | 3:41:23 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:41:24 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:41:24 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 3:41:42 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 3:41:47 AM |
| info | hello | 3:41:56 AM |
| Sujeet Kumar Suman | Hello Grace | 3:42:10 AM |
| | How are you doing? | 3:42:31 AM |
| info | I'm doing great. How are you? I'm trying to open a company file, but can't open it | 3:42:59 AM |
| Sujeet Kumar Suman | I'm also doing well, thank you! | 3:43:20 AM |
| | Sure, I can help with that. Let me look into it for you. | 3:43:26 AM |
| | Are you encountering any errors when trying to access it? | 3:43:32 AM |
| info | I can open other companies, but HMK LUCKY LLC.QBW > this file is not opening | 3:43:36 AM |
| | <i>3:44:17 AMinfo is sharing a file with you</i> <i>image.png - (Size:13.98 KB)</i> | 3:44:17 AM |
| Sujeet Kumar Suman | Thank you for the screenshot. | 3:44:38 AM |
| | Kindly allow me two minutes to check the same. | 3:45:35 AM |
| info | okay, thanks | 3:45:46 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 3:48:10 AM |
| | May I take the remote access of your server? | 3:48:34 AM |
| info | yes | 3:48:53 AM |
| | | |


| | | |
|--------------------|--|------------|
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 3:48:59 AM |
| info | Can you send a code to Jung M | 3:49:45 AM |
| | It's a different computer you requested | 3:49:57 AM |
| Sujeet Kumar Suman | Sure, we will. | 3:49:59 AM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9412908028 | 3:50:15 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 3:51:43 AM |
| info | nobody is using it | 4:06:19 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 4:06:30 AM |
| | But kindly instruct all users to log out from the server for testing purposes. | 4:07:06 AM |
| info | can you do it after 22 minutes later? | 4:08:21 AM |
| | or 7 pm CT | 4:08:41 AM |
| | Hour and 20 minutes later | 4:09:12 AM |
| Sujeet Kumar Suman | Sure | 4:10:46 AM |
| | Noted, will align accordingly! | 4:11:05 AM |
| info | Thank you. | 4:11:19 AM |
| | Should I leave my computer as it is? | 4:11:27 AM |
| | Or I can work on something else tm | 4:11:35 AM |
| Sujeet Kumar Suman | We will start the same at 7PM CT, meanwhile you can use the same normally. | 4:12:27 AM |
| info | Okay thank you | 4:13:26 AM |
| Sujeet Kumar Suman | Is there anything else I may help you with ? | 4:13:48 AM |
| info | That's everything, thanks | 4:13:58 AM |
| Sujeet Kumar Suman | Most welcome. | 4:14:06 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 4:14:12 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:14:16 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | 4:14:20 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal | |

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

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

Sujeet Kumar Suman has ended this chat session

4:14:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 6:50:12 PM

#82454 nicholas

Email: nicholas@imperialpainting.com 📞 17816985894

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: PARSIPPANY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 51 Secs

| | | |
|----------|---|--------------------|
| nicholas | Hello, I am your Acebuddy | 10 Oct, 6:50:13 PM |
| Acebuddy | Hello Nicholas Vafiades, I'm your Ace Buddy. I'll be happy to assist you! | 6:50:14 PM |
| | Whom Would You Like to Connect With? | 6:50:14 PM |
| nicholas | Technical Support (QB & App Hosting) | 6:50:17 PM |
| Acebuddy | Welcome to Ace Support. | 6:50:17 PM |
| | Please chose an option : | 6:50:17 PM |
| nicholas | I'd like to report an Issue | 6:50:24 PM |
| Acebuddy | Please select an option! | 6:50:24 PM |
| nicholas | QuickBooks Issue | 6:50:31 PM |

| | | |
|----------------|---|------------|
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:50:31 PM |
| nicholas | QuickBooks is Frozen | 6:50:35 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 6:50:35 PM |
| | Was that helpful? | 6:50:35 PM |
| nicholas | No | 6:50:40 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 6:50:40 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:50:40 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 6:51:00 PM |
| nicholas | Hi - I am with Imperial Painting. The user Debbie's QB is frozen- can you please force close her application? Thank you. | 6:51:11 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 6:51:17 PM |
| | Sure, I can help with that. Let me look into it for you. | 6:51:39 PM |
| nicholas | thank you | 6:52:05 PM |
| Shubham Maurya | Company name: Imperial Painting and Coating LLC Server name: ImperialPandC.myrealdata.net User name: IPC_Debbie@myrealdata.net Please confirm these details are correct? | 6:54:05 PM |
| nicholas | yes | 6:55:25 PM |
| Shubham Maurya | Alright, we have closed Quickbooks session for Debbie. please ask her to check and let us know if it's working now. | 6:56:19 PM |
| | Is it working fine for other users? | 6:56:36 PM |
| nicholas | yes | 6:56:56 PM |
| | ok one moment | 6:57:11 PM |
| | she is checking | 6:57:12 PM |
| Shubham Maurya | No worries, please take your time. | 6:57:41 PM |
| | There is one icon on desktop " *QBstop - Shortcut* " please ask users to pin that on task bar so that in such cases when QB freezes they can run it to force close the application from there end. | 7:00:23 PM |
| nicholas | she is still having an issue | 7:02:03 PM |
| | we use the app not desktop so we dont have access to that button | 7:02:14 PM |
| | can you try againw | 7:02:59 PM |
| | we did also update computers to Windows 11 but it says empty window or something and then the application instantly closes out | 7:03:20 PM |
| Shubham Maurya | Please ask other users to save there data so that we can close quicbooks for all. | 7:03:26 PM |
| | | |

| | | |
|----------------|---|------------|
| nicholas | maybe try one more time. maybe we need a remote session of that doesnt work | 7:03:30 PM |
| | ok I will tell them | 7:03:35 PM |
| | one moment | 7:04:55 PM |
| | making sure all users are offline | 7:04:59 PM |
| Shubham Maurya | Let me know once they have saved there work so that we can proceed with reboot. | 7:05:59 PM |
| nicholas | ok you can reboot | 7:06:25 PM |
| | everyone is set | 7:06:30 PM |
| Shubham Maurya | Thanks for the patience, we have performed reboot and server is up and working back. Please ask users to check the application. | 7:08:46 PM |
| | Are we still connected here? | 7:15:03 PM |
| | Are we still connected here? | 7:17:23 PM |
| | Are we still connected here? | 7:18:46 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 7:20:02 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 7:20:04 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 21 Oct, 6:45:07 PM

#82789 rminaya
Email: rminaya@calldad.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 7 Secs
City: SANTO DOMINGO NORTE
State: Santo Domingo
Country: DOMINICAN REPUBLIC

Chat Transcript

Chat Duration : 53 Mins 32 Secs

| | | |
|----------------|--|--------------------|
| rminaya | Hello, I am your Acebuddy | 21 Oct, 6:45:08 PM |
| Acebuddy | Hello Rolfi Minaya, I'm your Ace Buddy. I'll be happy to assist you! | 6:45:09 PM |
| | Whom Would You Like to Connect With? | 6:45:09 PM |
| rminaya | Technical Support (QB & App Hosting) | 6:45:15 PM |
| Acebuddy | Welcome to Ace Support. | 6:45:15 PM |
| | Please chose an option : | 6:45:15 PM |
| rminaya | I'd like to report an Issue | 6:45:21 PM |
| Acebuddy | Please select an option! | 6:45:21 PM |
| rminaya | QuickBooks Issue | 6:45:49 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:45:49 PM |
| rminaya | QuickBooks Update | 6:45:57 PM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 6:45:57 PM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. | 6:45:57 PM |
| | Do you need any further assistance on the topic? | 6:45:57 PM |
| rminaya | Yes | 6:46:57 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 6:46:57 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:46:57 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 6:47:30 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 6:47:35 PM |
| rminaya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:47:45 PM |
| | hello | 6:47:47 PM |
| | a back up was restored by you yesterday but we cannot access the updated info in QB. can you make it available for the users in call dad? | 6:48:39 PM |
| | the issue we reported yesterday was that vendors and customers were not showing up, that back up is not restored yet, because we cannot see the information. | 6:49:16 PM |
| Shubham Maurya | Sure, please allow me sometime to check for the last conversation, could you please share me server name or CID for the account so that I can fetch your account details? Or if any ticket number is available with you over the mail? | 6:52:26 PM |
| | | |

| | | |
|----------------|--|------------|
| rminaya | where can I find the server name? | 6:54:28 PM |
| | <i>6:55:32 PMrminaya is sharing a file with you</i> users names QB.png - (Size:34.83 KB) | 6:55:32 PM |
| | these are the users name we have | 6:55:42 PM |
| Shubham Maurya | You can right click on RDP file>>Edit. There you can see that server name mentioned. | 6:56:27 PM |
| | Thanks for the information, let me check. | 6:56:42 PM |
| rminaya | what is the RDP file? | 6:57:15 PM |
| | screen mode id:i:2 use multimon:i:0 username:s: myrealdata\RMinaya.HVAC@myrealdata.net desktopwidth:i:800 desktopheight:i:600 session bpp:i:32 winposstr:s:0,3,0,0,800,600 compression:i:1 keyboardhook:i:2 audiocapturemode:i:0 videoplaybackmode:i:1 connection type:i:7 networkautodetect:i:1 bandwidthautodetect:i:1 displayconnectionbar:i:1 enableworkspacereconnect:i:0 disable wallpaper:i:0 allow font smoothing:i:0 allow desktop composition:i:0 disable full window drag:i:1 disable menu anims:i:1 disable themes:i:0 disable cursor setting:i:0 bitmapcachepersistenable:i:1 full address:s:SkyHVAC.myrealdata.net audiomode:i:0 redirectprinters:i:1 redirectcomports:i:0 redirectsmartcards:i:1 redirectclipboard:i:1 redirectposdevices:i:0 autoreconnection enabled:i:1 authentication level:i:2 prompt for credentials:i:0 negotiate security layer:i:1 remoteapplicationmode:i:0 alternate shell:s: shell working directory:s: gatewayhostname:s:RDG.myrealdata.net gatewayusagemethod:i:1 gatewaycredentialssource:i:4 gatewayprofileusagemethod:i:1 promptcredentialonce:i:1 gatewaybrokerintype:i:0 use redirection server name:i:0 rdgiskdcproxy:i:0 kdcproxyname:s: redirectwebauthn:i:1 enablerdsaadauth:i:0 | 6:58:18 PM |
| | that is the info when I click on edit on the remote desktop icon | 6:58:49 PM |
| Shubham Maurya | Business name: Sky HVAC Server name: SkyHVAC.myrealdata.net CID67654 Please confirm above details are correct? | 6:59:15 PM |
| rminaya | yes, the name is correct, I am not sure about where to check that CID number | 7:01:02 PM |
| Shubham Maurya | No worries, we are able to fetch your ticket number for this issue it's #788737 Issue: missing customer and vendor data in their QuickBooks company file. | 7:03:00 PM |
| rminaya | yes exactly | 7:03:17 PM |
| Shubham Maurya | We are writing to follow up regarding the QuickBooks issue you experienced earlier, where the customer and vendor data was missing. As discussed during our chat, the backup from Friday has been restored to your server, and a shortcut to the file was provided on your desktop. Could you please confirm if everything is now working as expected? Once we receive your confirmation, we will proceed to close the ticket from our end. We appreciate your time and patience throughout this process. We look forward to your confirmation. | 7:06:18 PM |
| | Above details were shared with bgenova@calldad.com (Edited) | 7:06:36 PM |
| | During the chat session, the backup was downloaded to the server and a shortcut was provided on the client’s desktop. | 7:07:48 PM |
| | Let me check how many users are having access of this file. | 7:08:04 PM |
| | Are we still connected here? | 7:11:23 PM |

| | | |
|--|---|------------|
| rminaya | how can we make that file available for the whole team? | 7:12:31 PM |
| Shubham Maurya | Please confirm me the file name is: SKY HVAC LLC | 7:17:29 PM |
| rminaya | yes, that is the name | 7:18:22 PM |
| Shubham Maurya | Kindly check now, New folder if given on desktop. | 7:19:33 PM |
| rminaya | ok, what is the next step to make the info available in QB for all the team? | 7:22:22 PM |
| Shubham Maurya | All of them need to close the current QB file and then reopen QB file from New folder location on desktop, then keep working on that file only. | 7:23:25 PM |
| rminaya | ok, let me check | 7:24:12 PM |
| | can you wait online | 7:24:22 PM |
| Shubham Maurya | Sure, please take your time. | 7:24:34 PM |
| | Are we still connected here? | 7:32:59 PM |
| | Are we still connected here? | 7:33:56 PM |
| | Are we still connected here? | 7:34:42 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 7:38:28 PM |
| Shubham Maurya has ended this chat session | | 7:38:40 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82904 Josh Tischler

Email: jtischler@standardwellness.com 📞 14193074381

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: CLEVELAND

State: Ohio

24 Oct, 3:38:59 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 24 Secs

| | | |
|---------------|--|--------------------|
| Josh Tischler | Hello, I am your Acebuddy | 24 Oct, 3:38:59 PM |
| Acebuddy | Hello Josh Tischler, I'm your Ace Buddy. I'll be happy to assist you! | 3:39:01 PM |
| | Whom Would You Like to Connect With? | 3:39:01 PM |
| Josh Tischler | Technical Support (QB & App Hosting) | 3:39:07 PM |
| Acebuddy | Welcome to Ace Support. | 3:39:07 PM |
| | Please chose an option : | 3:39:07 PM |
| Josh Tischler | I'd like to report an Issue | 3:39:14 PM |
| Acebuddy | Please select an option! | 3:39:14 PM |
| Josh Tischler | Other Issue | 3:39:21 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:39:21 PM |
| Josh Tischler | I have ticket 791017 open. I can not log into the server. | 3:39:50 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:39:51 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:39:51 PM |
| | <i>Gaurava Tyagi declined the transfer request.</i> | 3:40:01 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 3:40:05 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 3:40:11 PM |
| Josh Tischler | hello | 3:40:25 PM |
| Manish Singh | As we can check there is some update running on the server regarding MFA, kindly try to login after 30-40 minutes. | 3:41:39 PM |
| Josh Tischler | okay | 3:42:09 PM |
| Manish Singh | Thank you for your patience. | 3:42:10 PM |
| | Is there anything else I may help you with ? | 3:42:16 PM |
| Josh Tischler | nope | 3:42:35 PM |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 3:43:06 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> | 3:43:10 PM |

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

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

Manish Singh has ended this chat session

3:43:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 1:35:53 AM

#82606 Omprakash Ahuja
Email: prakash@om-hospitality.com 📞 12817724678
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 24 Secs
City: JACKSONVILLE
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 29 Secs

| | | |
|-----------------|---|--------------------|
| Omprakash Ahuja | Hello, I am your Acebuddy | 15 Oct, 1:35:54 AM |
| Acebuddy | Hello Prakash, I'm your Ace Buddy. I'll be happy to assist you! | 1:35:55 AM |
| | Whom Would You Like to Connect With? | 1:35:55 AM |
| Omprakash Ahuja | Technical Support (QB & App Hosting) | 1:36:00 AM |
| Acebuddy | Welcome to Ace Support. | 1:36:00 AM |
| | Please chose an option : | 1:36:00 AM |
| Omprakash Ahuja | I'd like to raise a Request | 1:36:29 AM |
| Acebuddy | Please select your request type. | 1:36:29 AM |
| | | |

| | | |
|-----------------|--|------------|
| Omprakash Ahuja | Other Request | 1:36:38 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 1:36:38 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 1:36:38 AM |
| Omprakash Ahuja | Yes, I'm facing issues with my server | 1:36:46 AM |
| Acebuddy | Please select an option! | 1:36:46 AM |
| Omprakash Ahuja | Other Issue | 1:36:51 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:36:51 AM |
| Omprakash Ahuja | 783627 case number | 1:37:02 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:37:03 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:37:03 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 1:37:56 AM |
| Omprakash Ahuja | Hi Shubham | 1:38:09 AM |
| | <i>Shubham Maurya is transferring the chat to Yash Kalra.</i> | 1:38:12 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 1:38:17 AM |
| | Hi Yash | 1:38:29 AM |
| Yash Kalra | Hello Prakash | 1:38:30 AM |
| | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 1:38:33 AM |
| | Kindly allow me two minutes to check the same. | 1:38:45 AM |
| Omprakash Ahuja | we have 3 users and i have all the rdp shortcuts on my desktop, as of the last couple days when i login into user juuhiahuja, i get logged into the server, but under user Rosa, they sent me a new rdp link and editing that in notepad i can clearly see that username on that rdp is for juuhiahuja, but when i launch that rdp, still get logged in as user Rosa, very confused. I have tried on 2 different laptops with the same results | 1:41:06 AM |
| Yash Kalra | May I take the remote access of your local computer? | 1:42:05 AM |
| Omprakash Ahuja | absolut | 1:42:13 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 1:42:22 AM |
| Omprakash Ahuja | absolutely | 1:42:25 AM |
| | ok | 1:42:28 AM |
| Yash Kalra | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5362259801 | 1:42:38 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:43:46 AM |
| | <i>The visitor's name was changed from prakash to Omprakash Ahuja.</i> | 1:46:50 AM |
| | | |

| | | |
|-----------------|---|------------|
| | Omprakash, we assisted you with the login issue. Is there anything else I may help you with ? (Edited) | 1:53:12 AM |
| Omprakash Ahuja | oops sorry didnt see this window, thanks again, all done | 1:54:12 AM |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 1:54:17 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:54:21 AM |
| | <i>Yash Kalra has ended this chat session</i> | 1:54:24 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Oct, 9:59:08 PM

#82741 anishkaredia
Email: akaredia@anishcpa.com 📞 8328601238
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: 45 Secs
City: MIRA ROAD
State: Maharashtra
Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 3 Secs

| | | |
|--------------|---|--------------------|
| anishkaredia | Hello, I am your Acebuddy | 18 Oct, 9:59:08 PM |
| Acebuddy | Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to assist you! | 9:59:09 PM |
| | Whom Would You Like to Connect With? | 9:59:09 PM |
| anishkaredia | Technical Support (QB & App Hosting) | 9:59:13 PM |
| Acebuddy | Welcome to Ace Support. | 9:59:13 PM |
| | Please chose an option : | 9:59:13 PM |

| | | |
|-----------------|---|-------------|
| anishkaredia | I'd like to report an Issue | 9:59:28 PM |
| Acebuddy | Please select an option! | 9:59:28 PM |
| anishkaredia | QuickBooks Issue | 9:59:33 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:59:33 PM |
| anishkaredia | Other QB related issue | 9:59:40 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:59:40 PM |
| anishkaredia | Need to ask about latest Update | 9:59:55 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:59:55 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:59:55 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 10:00:30 PM |
| anishkaredia | Hi | 10:00:38 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 10:00:39 PM |
| | <i>10:00:54 PManishkaredia is sharing a file with you</i> <i>image.png - (Size:40.37 KB)</i> | 10:00:54 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:01:02 PM |
| anishkaredia | MyrealData\Arif | 10:02:07 PM |
| Ashutosh Mishra | Thank you for bringing this notification to our attention. We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application. We regularly apply all latest security patches and updates released by Microsoft without any delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance. | 10:02:33 PM |
| anishkaredia | why this pop up come everytimei login to QB | 10:03:55 PM |
| Ashutosh Mishra | Please type Yes and continue, you will not receive the Pop-Up after that. | 10:05:15 PM |
| anishkaredia | I did | 10:05:26 PM |
| | but If i logout and re login again this ask | 10:05:49 PM |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. | 10:06:04 PM |
| anishkaredia | ok | 10:06:31 PM |
| | When ever i open any file on QB this pop up comes | 10:07:00 PM |
| Ashutosh Mishra | We regret the inconvenience caused to you, i will check for the root cause and inform you. | 10:09:04 PM |
| | | |

| | | |
|-----------------|--|-------------|
| anishkaredia | Do i wait? | 10:09:20 PM |
| | or you send email to Admin user? | 10:09:44 PM |
| Ashutosh Mishra | Yes, we will run backend checks and update the QuickBooks, and I will inform over the email. | 10:10:32 PM |
| anishkaredia | ok | 10:11:08 PM |
| Ashutosh Mishra | If the issue requires user input to fully resolve, we will contact you however we will ensure this is resolved from the backend. | 10:11:22 PM |
| | Is there anything else I may help you with ? | 10:11:35 PM |
| anishkaredia | No | 10:11:57 PM |
| | thank you | 10:12:00 PM |
| Ashutosh Mishra | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:12:07 PM |
| | <i>Anish Karedia has ended this chat session</i> | 10:12:12 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 10:59:17 PM

#82219 JoeyVance

Email: joeyvance@setaxandacct.onmicrosoft.com 📞 4239689236

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 14 Secs

City: BRISTOL

State: Virginia

Country: UNITED STATES

| | |
|-----------------|--------------------------------|
| Chat Transcript | Chat Duration : 27 Mins 8 Secs |
| JoeyVance | Hello, I am your Acebuddy |
| | |

| | | |
|--------------|---|-------------|
| Acebuddy | Hello Joeyvance, I'm your Ace Buddy. I'll be happy to assist you! | 10:59:18 PM |
| | Whom Would You Like to Connect With? | 10:59:18 PM |
| JoeyVance | Technical Support (QB & App Hosting) | 10:59:24 PM |
| Acebuddy | Welcome to Ace Support. | 10:59:24 PM |
| | Please chose an option : | 10:59:24 PM |
| JoeyVance | I'd like to report an Issue | 10:59:30 PM |
| Acebuddy | Please select an option! | 10:59:30 PM |
| JoeyVance | Other Issue | 10:59:34 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:59:34 PM |
| JoeyVance | I cannot get ATX 2024 to run. I'm getting the error about restarting the server. | 11:00:05 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:00:05 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:00:05 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 11:00:26 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 11:00:29 PM |
| | I will surely help you with this issue. | 11:01:21 PM |
| | May I know what error you are getting while accessing ATX2024? | 11:01:42 PM |
| JoeyVance | An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again | 11:02:39 PM |
| | Before we used ACE, the process was to open Services, App, Select Service, then find ATX and Stop, then Start. That usually fixed it. | 11:07:53 PM |
| Manish Singh | Kindly allow me two minutes to check the same. | 11:09:53 PM |
| JoeyVance | OK...standing by | 11:10:09 PM |
| Manish Singh | May I know your server name? | 11:10:37 PM |
| JoeyVance | STAPC-ATX3 | 11:11:01 PM |
| Manish Singh | Need to reboot the server once, Joey | 11:13:03 PM |
| JoeyVance | OK, I'm out so that's fine | 11:13:21 PM |
| Manish Singh | Kindly try to access ATX 2024 now. | 11:14:35 PM |
| JoeyVance | OK | 11:14:46 PM |
| | I was getting a Logon Error but now I've been kicked off of ACE | 11:19:24 PM |
| Manish Singh | Kindly try to login now your session was stuck on server end. | 11:20:04 PM |
| JoeyVance | OK...stand by | 11:20:46 PM |
| | I'm getting that Logon Error. It reads like ATX is running and something about login and close the application before you can start ATX | 11:22:05 PM |
| | | |

| | | |
|--------------|--|-------------|
| Manish Singh | Kindly try to access now. | 11:24:10 PM |
| | Is it working now? (Edited) | 11:24:43 PM |
| JoeyVance | That did it. I'm in now! Appreciate your help. | 11:25:10 PM |
| Manish Singh | Is there anything else I may help you with ? | 11:25:17 PM |
| JoeyVance | No...that'll do it! | 11:25:44 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 11:26:07 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:26:18 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 11:26:21 PM |
| | <i>Manish Singh has ended this chat session</i> | 11:26:26 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82286 nicholas

Email: nicholas@imperialpainting.com 📞 17816985894

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: 30 Secs

City: WEST ORANGE

State: New Jersey

7 Oct, 1:59:02 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 52 Secs

| | | |
|-----------------|---|-------------------|
| nicholas | Hello, I am your Acebuddy | 7 Oct, 1:59:02 AM |
| Acebuddy | Hello Nicholas Vafiades, I'm your Ace Buddy. I'll be happy to assist you! | 1:59:03 AM |
| | Whom Would You Like to Connect With? | 1:59:03 AM |
| nicholas | Technical Support (QB & App Hosting) | 1:59:08 AM |
| Acebuddy | Welcome to Ace Support. | 1:59:08 AM |
| | Please chose an option : | 1:59:08 AM |
| nicholas | I'd like to raise a Request | 1:59:18 AM |
| Acebuddy | Please select your request type. | 1:59:18 AM |
| nicholas | Restart | 1:59:27 AM |
| Acebuddy | Hello Nicholas Vafiades, I'm your Ace Buddy. I'll be happy to assist you! | 1:59:27 AM |
| | Whom Would You Like to Connect With? | 1:59:27 AM |
| nicholas | Technical Support (QB & App Hosting) | 1:59:32 AM |
| Acebuddy | Welcome to Ace Support. | 1:59:32 AM |
| | Please chose an option : | 1:59:32 AM |
| nicholas | I'd like to report an Issue | 1:59:36 AM |
| Acebuddy | Please select an option! | 1:59:36 AM |
| nicholas | QuickBooks Issue | 1:59:40 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:59:40 AM |
| nicholas | QuickBooks is Frozen | 1:59:45 AM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 1:59:45 AM |
| | Was that helpful? | 1:59:45 AM |
| nicholas | No | 1:59:54 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 1:59:55 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:59:55 AM |
| nicholas | Hi- Can you reset the quickbooks for the user Divine on the server- her QB is frozen. We have the remote app view so she doesnt have the button to force restart QB | 2:00:43 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 2:01:07 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 2:01:15 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:01:27 AM |

| | | |
|-----------------|--|------------|
| nicholas | Imperial Painting & Coatings | 2:02:47 AM |
| | and Divine | 2:02:47 AM |
| Ashutosh Mishra | I have closed QuickBooks for the user. | 2:03:39 AM |
| | May I know Is this issue occurring only for Divine, or are other users on the server also experiencing it? | 2:04:05 AM |
| nicholas | just Divine | 2:05:04 AM |
| Ashutosh Mishra | May I know if the issue is resolved? | 2:06:07 AM |
| nicholas | did you force restart her instance?o | 2:07:08 AM |
| | shoudl i have her test again | 2:07:10 AM |
| Ashutosh Mishra | Yes, please inform the user to open QuickBooks and verify if issue persists. | 2:07:44 AM |
| nicholas | ok one moment please | 2:07:58 AM |
| Ashutosh Mishra | Sure | 2:08:09 AM |
| nicholas | yes all set | 2:10:31 AM |
| | thank you! | 2:10:33 AM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 2:10:43 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:10:48 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 2:10:51 AM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 2:10:54 AM |



Chat Transcript

Hello, I am your Acebuddy

#82555 Amanda

Email: amanda@justgowest.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: FT COLLINS

State: Colorado

Country: UNITED STATES

| | | |
|----------|--|--------------------|
| Amanda | Hello, I am your Acebuddy | 14 Oct, 3:18:38 AM |
| Acebuddy | Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you! | 3:18:39 AM |
| | Whom Would You Like to Connect With? | 3:18:39 AM |
| Amanda | Technical Support (QB & App Hosting) | 3:19:50 AM |
| Acebuddy | Welcome to Ace Support. | 3:19:50 AM |
| | Please chose an option : | 3:19:50 AM |
| Amanda | I'd like to report an Issue | 3:19:53 AM |
| Acebuddy | Please select an option! | 3:19:53 AM |
| Amanda | Password Reset | 3:19:57 AM |
| Acebuddy | Please select an option below | 3:19:57 AM |
| Amanda | Not Enrolled to Selfcare Portal | 3:20:00 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 3:20:00 AM |
| | Do you need any further assistance on the topic? | 3:20:00 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 3:50:49 AM |
| | Ended due to chat idle timeout | 3:50:49 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 11:14:01 PM

#82427 Nic Boz
Email: orders@meridianfoodservices.com ☎ 951.662.7287
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 23 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 13 Secs

| | | |
|----------|--|--------------------|
| Nic Boz | Hello, I am your Acebuddy | 9 Oct, 11:14:01 PM |
| Acebuddy | Hello Nic Boz, I'm your Ace Buddy. I'll be happy to assist you! | 11:14:02 PM |
| | Whom Would You Like to Connect With? | 11:14:02 PM |
| Nic Boz | Technical Support (QB & App Hosting) | 11:14:07 PM |
| Acebuddy | Welcome to Ace Support. | 11:14:07 PM |
| | Please chose an option : | 11:14:07 PM |
| Nic Boz | I'd like to report an Issue | 11:14:15 PM |
| Acebuddy | Please select an option! | 11:14:15 PM |
| Nic Boz | QuickBooks Issue | 11:14:19 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:14:19 PM |
| Nic Boz | QuickBooks Login Issue | 11:14:25 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 11:14:25 PM |
| | Was that helpful? | 11:14:25 PM |
| Nic Boz | No | 11:14:32 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 11:14:32 PM |

| | | |
|------------|--|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:14:32 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 11:15:07 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 11:15:11 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:15:15 PM |
| Nic Boz | I am not sure what those are | 11:16:00 PM |
| | nicb.npro1 - I believe is my user name | 11:16:15 PM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 11:16:36 PM |
| | Nic, are you receiving any error message while attempting to login? If yes, kindly share the exact message | 11:18:33 PM |
| Nic Boz | No error message. I am a new user for the company and I need help setting up the company file in QB | 11:19:19 PM |
| Yash Kalra | May I take the remote access of your local computer in order to resolve the issue? | 11:19:45 PM |
| Nic Boz | Yes | 11:20:04 PM |
| Yash Kalra | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1472225386 | 11:20:13 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 11:20:16 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 11:21:19 PM |
| Nic Boz | Ok | 11:21:46 PM |
| Yash Kalra | Nic, we assisted you with the QuickBooks issue. | 11:28:46 PM |
| | Is there anything else I may help you with ? | |
| Nic Boz | Nope, that was great, thank you | 11:28:58 PM |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 11:29:07 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:29:11 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 11:29:13 PM |
| | <i>Yash Kalra has ended this chat session</i> | 11:29:15 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 2:36:48 AM

#82196 Robert Zeigen
Email: rzeigen@szcpa.tax 📞 15613920620
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 26 Secs

| | | |
|---------------|--|-------------------|
| Robert Zeigen | Hello, I am your Acebuddy | 3 Oct, 2:36:49 AM |
| Acebuddy | Hello Robert, I'm your Ace Buddy. I'll be happy to assist you! | 2:36:50 AM |
| | Whom Would You Like to Connect With? | 2:36:50 AM |
| Robert Zeigen | Technical Support (QB & App Hosting) | 2:36:56 AM |
| Acebuddy | Welcome to Ace Support. | 2:36:56 AM |
| | Please chose an option : | 2:36:56 AM |
| Robert Zeigen | I'd like to raise a Request | 2:37:03 AM |
| Acebuddy | Please select your request type. | 2:37:03 AM |
| Robert Zeigen | Reboot your Server | 2:37:07 AM |
| Acebuddy | Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion. | 2:37:07 AM |
| | Do you need any further assistance on the topic? | 2:37:07 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 3:16:15 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 2:16:10 AM

#82895 Christine Deaton
Email: christine@ryatt.net
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 56 Secs
City: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 24 Secs

| | | |
|------------------|--|--------------------|
| Christine Deaton | Hello, I am your Acebuddy | 24 Oct, 2:16:10 AM |
| Acebuddy | Hello Christine Deaton, I'm your Ace Buddy. I'll be happy to assist you! | 2:16:11 AM |
| | Whom Would You Like to Connect With? | 2:16:11 AM |
| Christine Deaton | Managed Security | 2:16:19 AM |
| Acebuddy | Please wait while we connect you to an available Representative. | 2:16:19 AM |
| | Acebuddy (bot) forwarded the chat request | 2:16:19 AM |
| Christine Deaton | i cannot log in | 2:16:29 AM |
| | Shubham accepted the chat transfer request. | 2:16:57 AM |
| | Shubham is transferring the chat to Support(QB & App Hosting). | 2:17:19 AM |
| | Shubham Maurya accepted the chat transfer request. | 2:18:06 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you | 2:18:24 AM |

| | | |
|------------------|--|------------|
| | today. | |
| Christine Deaton | hello | 2:18:33 AM |
| | I need to log in and i don't have my password. | 2:18:50 AM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:19:01 AM |
| Christine Deaton | I had a ticket, but it got closed and i still cannot log in | 2:19:10 AM |
| | christine.d1@myrealdata.ne | 2:20:25 AM |
| Shubham Maurya | Business name: Ryatt Construction LLC CID70050 | 2:20:48 AM |
| | Please confirm above details are correct? | |
| Christine Deaton | RDG.myrealdata.net | 2:20:50 AM |
| | <i>2:21:16 AMChristine Deaton is sharing a file with you</i> <i>image.png - (Size:41.82 KB)</i> | 2:21:16 AM |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. | 2:21:49 AM |
| | Thanks fort the patience, we have checked your user account is active and server is also accessible. | 2:25:39 AM |
| | You can reset your password using https://selfcare.acecloudhosting.com/ (Edited) | |
| | Go to this link>>click *Forgot your password?*>> Enter username [christine.d1] (mailto:christine.d1@myrealdata.ne) | 2:26:24 AM |
| | Please do let me know if you still face any issue Christine. | 2:32:22 AM |
| Christine Deaton | how do i sign onto the remote desktop, it looks like this site is the admin site | 2:33:33 AM |
| Shubham Maurya | First you need to reset your password using above steps, then use that password on this window to login to your server account. | 2:34:47 AM |
| Christine Deaton | so someone sent me the RDP connector.. I clicked on it and got in.. how to I put it on my desktop | 2:35:30 AM |
| | i got the password changed and found the connector.. i just need an icon on my desktop now | 2:36:08 AM |
| Shubham Maurya | That remote connector must be downloaded in "downloads" folder of your local system, just go to that folder>>right click on connector>>copy that and go to desktop and paste it. | 2:36:59 AM |
| | <i>2:38:15 AMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:5.14 KB)</i> <i>This download folder.</i> | 2:38:15 AM |
| Christine Deaton | ok.. i got it. thanks for your help | 2:38:58 AM |
| Shubham Maurya | You are most welcome ! | 2:39:09 AM |
| | Is there anything else I may help you with ? | 2:39:12 AM |
| Christine Deaton | no thank you | 2:39:19 AM |
| Shubham Maurya | Have a good one ! | 2:39:26 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this | |

| | | |
|--|--|------------|
| | chat. | 2:39:29 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 2:39:31 AM |

| | | |
|--|---|------------|
| | <i>Shubham Maurya has ended this chat session</i> | 2:39:35 AM |
|--|---|------------|



Chat Transcript

Hello, I am your Acebuddy


| | |
|-----------------|-------------------|
| Visitor Details | 6 Oct, 6:03:52 AM |
|-----------------|-------------------|

#82247 chrisl
Email: chrisl@lathamseeds.com ☎ 15154801120
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

| | |
|-----------------|---------------------------------|
| Chat Transcript | Chat Duration : 20 Mins 22 Secs |
|-----------------|---------------------------------|

| | | |
|----------|--|-------------------|
| chrisl | Hello, I am your Acebuddy | 6 Oct, 6:03:52 AM |
| Acebuddy | Hello Chris Latham, I'm your Ace Buddy. I'll be happy to assist you! | 6:03:54 AM |
| | | |

| | | |
|-----------------|---|------------|
| | Whom Would You Like to Connect With? | 6:03:54 AM |
| chrisl | Technical Support (QB & App Hosting) | 6:03:58 AM |
| Acebuddy | Welcome to Ace Support. | 6:03:58 AM |
| | Please chose an option : | 6:03:58 AM |
| chrisl | I'd like to report an Issue | 6:04:06 AM |
| Acebuddy | Please select an option! | 6:04:06 AM |
| chrisl | QuickBooks Issue | 6:04:12 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:04:12 AM |
| chrisl | Other QB related issue | 6:04:18 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:04:19 AM |
| chrisl | I am trying to get the QuickBooks web connector to connect to Expensify. I believe I need to reinstall the QB web connector... | 6:04:55 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:04:56 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:04:56 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 6:05:50 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 6:05:57 AM |
| chrisl | Great. | 6:06:03 AM |
| Ashutosh Mishra | Hello Chris, I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:06:14 AM |
| chrisl | I believe the server name is LathamHiTechINC. My email is chrisl@lathamseeds.com, but let look up the username... | 6:07:31 AM |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 6:08:48 AM |
| chrisl | Ok, I found it. It's ChrisLat@myrealdata.net. | 6:09:17 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 6:11:21 AM |
| | May I take the remote access of your server? | 6:11:35 AM |
| chrisl | Yes | 6:11:38 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 6:11:48 AM |
| chrisl | I've loaded the Expensify Sync Manager before, but I can't seem to get the code to work. I was thinking I might reload the program. | 6:13:16 AM |
| | Unless there's a better way to do it. | 6:14:07 AM |
| Ashutosh Mishra | Sure if the token key is correct we can reinstall the program. | 6:16:58 AM |
| chrisl | Ok, I'm not sure that I have the token key correct yet. | 6:17:18 AM |
| Ashutosh Mishra | In that case I would suggest contacting Expensify and generate a new token key. | 6:18:39 AM |
| | | |

| | | |
|---|--|------------|
| chrisl | Ok, I believe I was just doing that, but it wanted to download the Expensify sync manager first. I could be wrong though. | 6:19:24 AM |
| | So maybe if the program is the latest version, maybe I need to get a new key from Expensify first? | 6:20:29 AM |
| Ashutosh Mishra | That is likely the case since the program doesn't validate the current key. | 6:21:17 AM |
| chrisl | Ok, maybe I'll try and connect with Expensify and see if I can get a new code. | 6:22:29 AM |
| Ashutosh Mishra | Sure once you have the correct key and still issue persists, we will certainly identify the server end issues if any and assist further. | 6:23:29 AM |
| | Is there anything else I may help you with ? | 6:23:36 AM |
| chrisl | No, that's fine. Thank you. | 6:23:48 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 6:23:55 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 6:24:01 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 6:24:07 AM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 6:24:15 AM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82936 George Fowler

Email: gpmfowler@gmail.com 📞 8478991763

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

25 Oct, 5:20:11 PM

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 25 Secs
City: EVANSTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 34 Secs

| | | |
|---------------|---|--------------------|
| George Fowler | Hello, I am your Acebuddy | 25 Oct, 5:20:12 PM |
| Acebuddy | Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you! | 5:20:14 PM |
| | Whom Would You Like to Connect With? | 5:20:14 PM |
| George Fowler | Technical Support (QB & App Hosting) | 5:20:18 PM |
| Acebuddy | Welcome to Ace Support. | 5:20:18 PM |
| | Please chose an option : | 5:20:18 PM |
| George Fowler | I'd like to raise a Request | 5:20:26 PM |
| Acebuddy | Please select your request type. | 5:20:26 PM |
| George Fowler | Setup Ace Server | 5:20:34 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 5:20:34 PM |
| George Fowler | Microsoft Windows | 5:20:40 PM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 5:20:40 PM |
| | Do you need any further assistance on the topic? | 5:20:40 PM |
| George Fowler | Yes | 5:21:13 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 5:21:14 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:21:14 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 5:21:37 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 5:21:42 PM |
| George Fowler | hello manish. can you help me install my rdp. i have a new ;aptop and the rdp is not working on it | 5:22:28 PM |
| Manish Singh | I will surely help you with this issue. | 5:22:45 PM |
| | May I take the remote access of your local computer? | 5:22:50 PM |
| George Fowler | yes go ahead | 5:23:34 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/4872785322 | 5:24:28 PM |
| | | |

| | | |
|--|--|------------|
| | Kindly paste this link in the browser of local computer and join the session. | 5:24:49 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:25:05 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 5:31:50 PM |
| | Are we still connected here? | 5:36:35 PM |
| | Are we still connected here? | 5:37:48 PM |
| | Are we still connected here? | 5:38:52 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 5:39:31 PM |
| | <i>Manish Singh has ended this chat session</i> | 5:39:47 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 5:48:25 PM

#82116 Jennifer Rodgers
Email: jennifer@stevenccabinets.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 43 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 50 Secs

| | | |
|------------------|--|-------------------|
| Jennifer Rodgers | Hello, I am your Acebuddy | 1 Oct, 5:48:25 PM |
| Acebuddy | Hello Jennifer Rodgers, I'm your Ace Buddy. I'll be happy to assist you! | 5:48:27 PM |
| | | |

| | | |
|---------------------|--|------------|
| | Whom Would You Like to Connect With? | 5:48:27 PM |
| Jennifer Rodgers | Technical Support (QB & App Hosting) | 5:48:31 PM |
| Acebuddy | Welcome to Ace Support. | 5:48:31 PM |
| | Please chose an option : | 5:48:31 PM |
| Jennifer Rodgers | I'd like to report an Issue | 5:48:37 PM |
| Acebuddy | Please select an option! | 5:48:37 PM |
| Jennifer Rodgers | QuickBooks Issue | 5:48:44 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:48:44 PM |
| Jennifer Rodgers | Other QB related issue | 5:48:49 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:48:49 PM |
| Jennifer Rodgers | Setback | 5:49:02 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:49:02 PM |
| Jennifer Rodgers | QuickBooks Login Issue | 5:49:07 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 5:49:07 PM |
| | Was that helpful? | 5:49:07 PM |
| Jennifer Rodgers | No | 5:49:12 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 5:49:12 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:49:12 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 5:49:21 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 5:49:34 PM |
| Jennifer Rodgers | Yesterday we added QB Ent 24 and moved our company file. When I click on it to open it gives me message to hold tight qb is updating and may take couple minutes but been almost an hour. its blocking qb from opening | 5:50:37 PM |
| Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. | 5:51:44 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:51:50 PM |
| Jennifer Rodgers | Our company name is Steven Cabinets | 5:52:22 PM |
| | I use the accounting login to access I think | 5:52:34 PM |
| Vikas Singh Chauhan | Okay | 5:52:42 PM |
| | Thanks for the confirmation ! | 5:52:47 PM |
| | Please allow me two minutes to check the same. | 5:52:58 PM |
| Jennifer Rodgers | thank you | 5:53:36 PM |
| Vikas Singh Chauhan | | |

| | | |
|---------------------|--|------------|
| | Could you please try now, I have made changes from backend. | 5:56:04 PM |
| Jennifer Rodgers | it works now :) | 5:56:29 PM |
| Vikas Singh Chauhan | Great !! | 5:56:35 PM |
| | Is there anything else I may help you with ? | 5:56:40 PM |
| Jennifer Rodgers | no that is all thank you | 5:56:58 PM |
| Vikas Singh Chauhan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 5:57:05 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 5:57:09 PM |
| | Have a good one. | 5:57:15 PM |

Vikas Singh Chauhan has ended this chat session

5:57:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82592 Daniel Barron

Email: dbarron@dmjtransportation.net 📞 7246893271

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: WILMINGTON

14 Oct, 9:29:35 PM

State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 18 Secs

| | | |
|--------------------|---|--------------------|
| Daniel Barron | Hello, I am your Acebuddy | 14 Oct, 9:29:36 PM |
| Acebuddy | Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you! | 9:29:37 PM |
| | Whom Would You Like to Connect With? | 9:29:37 PM |
| Daniel Barron | Technical Support (QB & App Hosting) | 9:29:43 PM |
| Acebuddy | Welcome to Ace Support. | 9:29:43 PM |
| | Please chose an option : | 9:29:43 PM |
| Daniel Barron | I'd like to report an Issue | 9:29:58 PM |
| Acebuddy | Please select an option! | 9:29:58 PM |
| Daniel Barron | QuickBooks Issue | 9:30:56 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:30:56 PM |
| Daniel Barron | Other QB related issue | 9:31:00 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:31:00 PM |
| Daniel Barron | I need to save a back up copy to upload to my accountant. Say there is not enough space on my server, i've done it before | 9:31:30 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:31:30 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:31:30 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:33:01 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 9:33:05 PM |
| | Hello Daniel | 9:33:10 PM |
| | Are we still connected here? | 9:35:25 PM |
| | Are we still connected here? | 9:37:40 PM |
| | Are we still connected here? | 9:46:47 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 9:46:51 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 9:46:54 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 12:54:52 AM

#83036 johnathon
Email: johnathon@islandentertainment.com 📞 (250) 746-9707
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: 43 Secs
City: PENSACOLA
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 53 Secs

| | | |
|-----------------|---|---------------------|
| johnathon | Hello, I am your Acebuddy | 29 Oct, 12:54:52 AM |
| Acebuddy | Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you! | 12:54:53 AM |
| | Whom Would You Like to Connect With? | 12:54:53 AM |
| johnathon | Managed IT | 12:55:07 AM |
| Acebuddy | Please wait while we connect you to an available Representative. | 12:55:07 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:55:07 AM |
| | <i>Janardan Mishra accepted the chat transfer request.</i> | 12:55:17 AM |
| Janardan Mishra | Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today? | 12:55:43 AM |
| johnathon | Hello Janardan, we have a user in our company that is not able to open previously used QB file. Can you assist with this? | 12:57:12 AM |
| | CID68317 | 12:57:24 AM |
| Janardan Mishra | Are you still with me? | 12:58:53 AM |
| johnathon | yes | 12:59:25 AM |
| Janardan Mishra | May I know your business name or CID number? | 12:59:53 AM |
| johnathon | Just sent it above | 1:00:35 AM |

| | | |
|-----------------|--|------------|
| | CID68317 | 1:00:41 AM |
| | user need support with is: myrealdata\lorie.a | 1:00:52 AM |
| Janardan Mishra | It seems you selected Managed IT and landed to a different team. Is it okay if I may transfer your chat to concerned team? | 1:01:12 AM |
| | Our team is unable to access your server. | 1:01:32 AM |
| johnathon | who would be assisting with this issue? | 1:01:44 AM |
| Janardan Mishra | It will take could of minutes and you will get connected to team who can access your server and assist you. | 1:03:13 AM |
| johnathon | ok. thank you | 1:03:26 AM |
| Janardan Mishra | Server support team will assist you. | 1:03:47 AM |
| | Thank you. Kindly wait. | 1:04:34 AM |
| | <i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i> | 1:05:18 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 1:06:41 AM |
| | <i>Abhay Kumar Saraswat is transferring the chat to Ashutosh Mishra.</i> | 1:06:54 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 1:06:56 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 1:07:15 AM |
| johnathon | Hello Ashutosh, we have a user in our company that is not able to open previously used QB file. Can you assist with this? | 1:07:59 AM |
| | CID68317 | 1:08:12 AM |
| | user need support with is: myrealdata\lorie.a | 1:08:21 AM |
| Ashutosh Mishra | Hello Johnathon, I will surely help with this issue. | 1:08:31 AM |
| | Is this issue occurring only for Lorie, or are other users on the server also experiencing it? | 1:08:51 AM |
| johnathon | Lorie is a new user. We just created it yesterday and she is the only one with the issue so far | 1:09:41 AM |
| Ashutosh Mishra | Thank you for providing the details. | 1:10:26 AM |
| | To assist further may I take the remote access of Lorie's server? | 1:10:56 AM |
| johnathon | yes, go ahead | 1:11:10 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest informing Lorie about the server access and to close any important documents at their end. | 1:11:41 AM |
| johnathon | ok | 1:12:07 AM |
| | all is good | 1:12:10 AM |
| Ashutosh Mishra | Yes, we are connected on remote session now. | 1:13:04 AM |
| johnathon | looks like the file opened this time | 1:14:07 AM |
| | have you made any changes or it just worked this time? | 1:14:38 AM |
| | | |

| | | |
|-----------------|--|------------|
| Ashutosh Mishra | I have not made any changes. | 1:14:51 AM |
| johnathon | ok. we are good for now. thank you | 1:15:14 AM |
| Ashutosh Mishra | Great to see the issue is resolved, we will continue to follow up to ensure the issue is resolved permanently. | 1:15:23 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 1:15:32 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:15:41 AM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 1:15:45 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82656 alexis

Email: admin@sandiegodemolition.com ☎ 16199772652

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 50 Secs

| | | |
|--------------------------------|--|---------------------|
| alexis | Hello, I am your Acebuddy | 16 Oct, 12:11:55 AM |
| Acebuddy | Hello Leontina Teles, I'm your Ace Buddy. I'll be happy to assist you! | 12:11:56 AM |
| | Whom Would You Like to Connect With? | 12:11:56 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 12:54:46 AM |
| Ended due to chat idle timeout | | 12:54:46 AM |
| <div></div> | | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 16 Oct, 8:01:44 AM

#82677 Robert Zeigen
Email: rzeigen@szcpa.tax ☎ 15613920620
Department: Support(QB & App Hosting)
Operator: Karan Kanwal
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript ----- Chat Duration : 29 Mins 11 Secs

| | | |
|---------------|---|--------------------|
| Robert Zeigen | Hello, I am your Acebuddy | 16 Oct, 8:01:45 AM |
| Acebuddy | Hello Rzeigen, I'm your Ace Buddy. I'll be happy to assist you! | 8:01:46 AM |
| | Whom Would You Like to Connect With? | 8:01:46 AM |
| Robert Zeigen | Technical Support (QB & App Hosting) | 8:01:51 AM |
| Acebuddy | Welcome to Ace Support. | 8:01:51 AM |
| | Please chose an option : | 8:01:51 AM |

| | | |
|---------------|--|------------|
| Robert Zeigen | I'd like to report an Issue | 8:01:56 AM |
| Acebuddy | Please select an option! | 8:01:56 AM |
| Robert Zeigen | Other Issue | 8:02:00 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:02:00 AM |
| Robert Zeigen | I lost internet connectivity on my server | 8:02:14 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:02:15 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:02:15 AM |
| | <i>Karan Kanwal accepted the chat transfer request.</i> | 8:04:09 AM |
| Karan Kanwal | Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today. | 8:04:16 AM |
| Robert Zeigen | I cannot log into my Ultratax software because it cannot reach the internet to initiate the mfa protocol | 8:05:25 AM |
| | Are you there? Time is of the essence for me. I only have 1 1/2 hours until i miss the tax deadline] | 8:06:29 AM |
| Karan Kanwal | Thank you for your patience. | 8:07:26 AM |
| | Kindly share the error message. | 8:07:46 AM |
| Robert Zeigen | I have to wait for the web page to fail again. right now it is just spinning | 8:08:29 AM |
| Karan Kanwal | Kindly allow me two minutes to check the same. | 8:09:05 AM |
| Robert Zeigen | This is happening if I try to access any website from the server browset | 8:09:36 AM |
| | browser | 8:09:39 AM |
| | <i>8:09:42 AMRobert Zeigen is sharing a file with you</i> <i>image.png - (Size:149.12 KB)</i> | 8:09:42 AM |
| Karan Kanwal | Kindly confirm if you are trying to access the website from your local machine, is it working? | 8:10:36 AM |
| Robert Zeigen | It works from my local machine | 8:10:51 AM |
| | I cannot access any website from the browser on my server | 8:12:27 AM |
| | Do you want to log in and see for ourself? | 8:13:10 AM |
| | yourself | 8:13:12 AM |
| | Are you checking my server? | 8:13:46 AM |
| | I am running out of time here | 8:14:10 AM |
| | Are you still there? | 8:15:55 AM |
| Karan Kanwal | As I checked the issue with my team, it turned out multiple users have reported for website access issue. | 8:17:07 AM |
| | It seems like due to an outage, you are facing this access issue that our team is actively | 8:17:59 AM |

| | | |
|---------------|--|------------|
| | addressing. The estimated resolution time is 2-3 hours. Please try again later. | |
| Robert Zeigen | Oh, that is terrible. I have many returns that are going to be filed late and incur penalties | 8:19:38 AM |
| | I only have a little over an hour to get these filed | 8:20:04 AM |
| Karan Kanwal | We are actively working on this issue and we will update you as soon as possible. Apologies for the disruption. | 8:21:44 AM |
| Robert Zeigen | I am going to need some type of a letter documenting this outage so I can provide that to the IRS when they assess penalties | 8:22:04 AM |
| Karan Kanwal | Surely, we will email you that due to outage the website access was interrupted and will mention this issue impacted multiple users. | 8:23:02 AM |
| | Is there anything else I may help you with ? | 8:24:08 AM |
| Robert Zeigen | That's all for now. How will you notify me that the problem is resolved and when will you be sending that email? After the outage is resolved? | 8:25:39 AM |
| Karan Kanwal | We will email you as soon as outage is resolved. | 8:26:05 AM |
| | Are we still connected here? | 8:28:14 AM |
| Robert Zeigen | Yes | 8:28:34 AM |
| Karan Kanwal | Is there anything else I may help you with ? | 8:28:55 AM |
| Robert Zeigen | no | 8:30:10 AM |
| Karan Kanwal | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:30:51 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 8:30:53 AM |
| | <i>Karan Kanwal has ended this chat session</i> | 8:30:57 AM |



