

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 11:56:01 PM

#80685 hala.mikati.dalloul

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

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: 50 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 1 Sec

| | | |
|---------------------|--|---------------------|
| hala.mikati.dalloul | Hello, I am your Acebuddy | 19 Aug, 11:56:02 PM |
| Acebuddy | Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you! | 11:56:02 PM |
| | Whom Would You Like to Connect With? | 11:56:02 PM |
| hala.mikati.dalloul | Managed IT | 11:56:16 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 11:56:16 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:56:16 PM |
| | <i>Sushant accepted the chat transfer request.</i> | 11:56:23 PM |
| hala.mikati.dalloul | hi, got an alert on my RDP that windows 10 will not be supported any longer after mid october. are you guys upgrading the RDP to windows 11? | 11:57:30 PM |
| Sushant | Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today. | 11:58:04 PM |
| | Please wait while we connect you to concern team. | 11:58:57 PM |
| | <i>Sushant is transferring the chat to Support(QB & App Hosting).</i> | 11:59:06 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 11:59:38 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 20 Aug, 12:00:26 AM |
| | I will surely help you with this issue. | 12:01:15 AM |

| | | |
|---------------------|---|-------------|
| | Is it for the account name monada ? | 12:01:36 AM |
| hala.mikati.dalloul | yes | 12:01:41 AM |
| Vikas Singh Chauhan | Kindly allow me 3-4 minutes to check the same. | 12:01:59 AM |
| | Thanks for the confirmation ! | 12:02:09 AM |
| | I have checked the details for the notification you are getting on the server. | 12:04:23 AM |
| | 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 . | 12:04:33 AM |
| hala.mikati.dalloul | i have windows 11 on my local computer. the message i got was when i logged in to my RDP | 12:05:36 AM |
| | i am accessing qbooks through you guys | 12:06:10 AM |
| Vikas Singh Chauhan | You are using Windows 11 which is a Client Operating system, but the Quickbooks which you are using on the ACE Server is the Server operating system. So, the message is not intended for Server operating system. | 12:08:04 AM |
| | Intuit is sending this message only for the users who are using Quickbooks on Windows 10 Operating systems. | 12:08:43 AM |
| hala.mikati.dalloul | so why am i getting that message? are they sending it to everyone? | 12:09:49 AM |
| Vikas Singh Chauhan | It is a general message from Intuit which is sent to all Quickbook users. | 12:09:58 AM |
| | Correct. | 12:10:04 AM |
| hala.mikati.dalloul | okay. so i should just ignore it then? | 12:10:19 AM |
| Vikas Singh Chauhan | Right, you can ignore this message. | 12:10:38 AM |
| hala.mikati.dalloul | ok thanks | 12:10:47 AM |
| Vikas Singh Chauhan | No worries. | 12:10:55 AM |
| | Is there anything else I may help you with ? | 12:10:59 AM |
| | Are we still connected here? | 12:11:37 AM |
| | Are we still connected here? | 12:12:11 AM |
| | Are we still connected here? | 12:13:03 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. | 12:14:02 AM |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 12:14:04 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 3:15:09 PM

#80157 Jerry S Sands

Email: jerry@sbm1040.com ☎ 2076719982

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: CAMDEN

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 47 Secs

| | | |
|---------------|--|-------------------|
| Jerry S Sands | Hello, I am your Acebuddy | 5 Aug, 3:15:11 PM |
| Acebuddy | Hello Jerry S Sands, I'm your Ace Buddy. I'll be happy to assist you! | 3:15:12 PM |
| | Whom Would You Like to Connect With? | 3:15:12 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 3:47:58 PM |
| | <i>Ended due to chat idle timeout</i> | 3:47:58 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 2:46:40 AM

#80476 lisa

Email: lisa@estworks.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Duration : 21 Mins 17 Secs

Chat Transcript

| | | |
|----------|--|--------------------|
| lisa | Hello, I am your Acebuddy | 14 Aug, 2:46:41 AM |
| Acebuddy | Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you! | 2:46:42 AM |
| | Whom Would You Like to Connect With? | 2:46:42 AM |
| lisa | Technical Support (QB & App Hosting) | 2:46:46 AM |
| Acebuddy | Welcome to Ace Support. | 2:46:46 AM |
| | Please chose an option : | 2:46:46 AM |
| lisa | I'd like to raise a Request | 2:46:52 AM |
| Acebuddy | Please select your request type. | 2:46:52 AM |
| lisa | Other Request | 2:47:02 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 2:47:02 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 2:47:02 AM |
| lisa | Restart | 2:47:20 AM |
| Acebuddy | Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you! | 2:47:20 AM |
| | Whom Would You Like to Connect With? | 2:47:20 AM |
| lisa | Sales & Solutions | 2:47:27 AM |
| Acebuddy | Please wait while we connect you to one of our Sales Representative. | 2:47:27 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:47:27 AM |
| | <i>Aayush accepted the chat transfer request.</i> | 2:47:30 AM |
| Aayush | Hi Lisa | 2:47:42 AM |
| lisa | Hello | 2:47:49 AM |
| | I'm working with Save Moore Tax and accounting | 2:48:11 AM |
| | Rochelle received a notification that her drive space is running out | 2:48:27 AM |

| | | |
|----------------|--|------------|
| | I would like to know if we have the ability to move files from the RDP server to a local drive off the server | 2:49:00 AM |
| Aayush | Yes, you can move your files. I will transfer this chat to our support team they will assist with this. | 2:49:11 AM |
| lisa | ok | 2:49:18 AM |
| | <i>Aayush is transferring the chat to Support(QB & App Hosting).</i> | 2:49:26 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 2:49:56 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 2:50:04 AM |
| | Hello Lisa | 2:50:07 AM |
| lisa | hello | 2:50:44 AM |
| Shashwat Verma | To transfer the file from the server to your local PC for storage-related issues, you can use acecloudhosting.wetransfer.com . However, if you would like us to clean the drive from our end, please let us know. | 2:51:53 AM |
| lisa | acecloudhosting.wetransfer.com allows us to transfer any and all files without issue? | 2:52:48 AM |
| Shashwat Verma | Yes | 2:52:53 AM |
| | Would like us to clean the drive from our end? | 2:53:09 AM |
| lisa | How does it work? We upload it on the server then open it on the PC to download it? | 2:53:25 AM |
| | We have to log in? what log in do we use? | 2:53:48 AM |
| Shashwat Verma | <p>Steps to Transfer Files Using acecloudhosting.wetransfer.com</p> <p>Open the Link</p> <p>Go to your web browser and visit: acecloudhosting.wetransfer.com</p> <p>Add Your Files</p> <p>Click “Add your files” or “Upload files”</p> <p>Select the files you want to send from your local PC or server.</p> <p>Enter the Recipient Email Address</p> <p>In the “Email to” field, enter the email address of the recipient.</p> <p>If sending to our support team, use the email ID provided by us.</p> <p>Enter Your Email Address</p> <p>In the “Your email” field, enter your own email address so the recipient can reply.</p> <p>Optional Message</p> <p>Add any notes or details in the message box (for example: “Storage cleanup request”).</p> <p>Send the Files</p> <p>Click “Transfer” .</p> <p>If prompted, verify using the code sent to your email .</p> <p>Confirmation</p> <p>Once uploaded, you’ll see a confirmation message, and the recipient will receive a download link.</p> | 2:54:15 AM |
| lisa | What does cleaning the drive on your end entail? And is there a cost? | 2:55:15 AM |
| Shashwat Verma | Cleaning the C: drive means removing unnecessary and temporary files from the server at no extra cost. However, the D drive cannot be cleaned from our end. Upon checking, we found that your server is running low on space for both the C and D drives. (Edited) | 2:56:31 AM |
| lisa | So we would have to move files from the c and the d drive? | 2:57:09 AM |

| | | | |
|----------------|------------|--|------------|
| | 2:57:48 AM | Shashwat Verma is sharing a file with you image.png - (Size:18.28 KB) | 2:57:48 AM |
| | | You can clean the c? how much space will that give us? | 2:58:01 AM |
| Shashwat Verma | | Here are the specs, C can be cleaned from our side, D have to cleaned from your ends | 2:59:29 AM |
| | | You can check the statistics of space from the above screenshot. | 2:59:56 AM |
| lisa | | aprox how much space would that clean up? I see the amount of space that was taken | 3:00:38 AM |
| Shashwat Verma | | Let me try to clean the c drive from my end | 3:01:04 AM |
| | | Kindly allow me 2 minutes | 3:01:09 AM |
| lisa | | I would like ot know before we do it | 3:01:22 AM |
| Shashwat Verma | | Let me check | 3:01:53 AM |
| lisa | | ty | 3:02:00 AM |
| Shashwat Verma | | Approx 6.77GB | 3:04:19 AM |
| | | For C drive | 3:04:27 AM |
| lisa | | That shouldn't harm any thing correct? | 3:04:39 AM |
| Shashwat Verma | | yes, these are temp files | 3:04:54 AM |
| lisa | | OKay go for it | 3:05:00 AM |
| Shashwat Verma | | Allow me 5 mins | 3:05:35 AM |
| | | We have cleaned the C drive now its on 20%. | 3:06:57 AM |
| lisa | | ty | 3:07:16 AM |
| Shashwat Verma | | To get space on the D drive we recommend you to add some more space or clean it from your end. | 3:07:31 AM |
| lisa | | Thanks we will remove some files then readdress the storage space | 3:07:52 AM |
| | | <i>lisa has ended this chat session</i> | 3:07:58 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 8:14:19 PM

#80615 cgasser

Email: cgasser@charliebravogroup.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: GLENMOORE

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 38 Mins 33 Secs

Chat Transcript

| | | |
|----------|---|--------------------|
| cgasser | Hello, I am your Acebuddy | 18 Aug, 8:14:19 PM |
| Acebuddy | Hello Cgasser, I'm your Ace Buddy. I'll be happy to assist you! | 8:14:20 PM |
| | Whom Would You Like to Connect With? | 8:14:20 PM |
| cgasser | Technical Support (QB & App Hosting) | 8:14:31 PM |
| Acebuddy | Welcome to Ace Support. | 8:14:31 PM |
| | Please chose an option : | 8:14:31 PM |
| cgasser | I'd like to raise a Request | 8:14:42 PM |
| Acebuddy | Please select your request type. | 8:14:42 PM |
| cgasser | Password Reset | 8:14:57 PM |
| Acebuddy | Please select an option below | 8:14:57 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:52:53 PM |
| | <i>Ended due to chat idle timeout</i> | 8:52:53 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Aug, 6:57:23 PM

#81026 Kyle Miller

Email: kyle@seniorcare-homes.com  19132360036

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: WELLSVILLE

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 18 Secs

| | | |
|---------------------------------------|--|--------------------|
| Kyle Miller | Hello, I am your Acebuddy | 31 Aug, 6:57:24 PM |
| Acebuddy | Hello Kyle Miller, I'm your Ace Buddy. I'll be happy to assist you! | 6:57:25 PM |
| | Whom Would You Like to Connect With? | 6:57:25 PM |
| Kyle Miller | Technical Support (QB & App Hosting) | 6:57:37 PM |
| Acebuddy | Welcome to Ace Support. | 6:57:37 PM |
| | Please chose an option : | 6:57:37 PM |
| Kyle Miller | I'd like to report an Issue | 6:57:44 PM |
| Acebuddy | Please select an option! | 6:57:44 PM |
| Kyle Miller | Other Issue | 6:57:50 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:57:51 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. | 7:34:42 PM |
| <i>Ended due to chat idle timeout</i> | | 7:34:42 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#80800 Catherine Aquino****Email:** cathy@caplusaccounting.com 639228245556**Department:** Support(QB & App Hosting)**Operator:** Shubham Maurya**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 27 Secs**City:** CUPANG**State:** National Capital Region**Country:** PHILIPPINES**Chat Transcript**

Chat Duration : 26 Mins 40 Secs

| | | |
|------------------|--|--------------------|
| Catherine Aquino | Hello, I am your Acebuddy | 25 Aug, 5:02:03 PM |
| Acebuddy | Hello Catherine Aquino, I'm your Ace Buddy. I'll be happy to assist you! | 5:02:05 PM |
| | Whom Would You Like to Connect With? | 5:02:05 PM |
| Catherine Aquino | Technical Support (QB & App Hosting) | 5:02:12 PM |
| Acebuddy | Welcome to Ace Support. | 5:02:12 PM |
| | Please chose an option : | 5:02:12 PM |
| Catherine Aquino | I'd like to report an Issue | 5:02:19 PM |
| Acebuddy | Please select an option! | 5:02:19 PM |
| Catherine Aquino | Other Issue | 5:02:26 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:02:26 PM |
| Catherine Aquino | my first time to use Ace Connect. It keeps on "connecting.." for a very long time but doesn't proceed. I rebooted my computer already and disabled my firewall | 5:03:16 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:03:17 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:03:17 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 5:03:26 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 5:03:40 PM |
| Catherine Aquino | hello | 5:04:03 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:04:09 PM |
| Catherine Aquino | Username: CAPA_Cath_Staff1 servername: http://caplus.myrealdatal.net/ | 5:05:16 PM |

| | | |
|------------------|--|------------|
| Shubham Maurya | Thank you for the information and allow few minutes to check the same. | 5:05:47 PM |
| Catherine Aquino | i'll stand by. thankyou | 5:06:14 PM |
| Shubham Maurya | Thank you for the patience Catherine. | |
| | https://vision.acecloudhosting.com/ | 5:10:33 PM |
| | Please check the steps using above link for ace connect, Make sure you follow "Give me Instructions" to configure the application. | |
| | In case if already done please click on " configuration " option on the application itself. | 5:11:30 PM |
| Catherine Aquino | i have done that correctly | 5:11:31 PM |
| | i have defined the username, server name and password in the configuraiton | 5:11:47 PM |
| Shubham Maurya | May I take the remote access of your local computer? | 5:12:01 PM |
| Catherine Aquino | just a moment | 5:12:23 PM |
| Shubham Maurya | Sure, please take your time. | 5:12:39 PM |
| Catherine Aquino | for the username, should it include @myrealdata.net> | 5:14:31 PM |
| | ? | 5:14:33 PM |
| Shubham Maurya | Yes you can add that but it should be working without it also. | 5:20:49 PM |
| | Please add that to avoid if that's causing the issue. | 5:21:07 PM |
| Catherine Aquino | i have added it already but same issue | 5:21:18 PM |
| | i am now ready to provide you remote access | 5:21:27 PM |
| Shubham Maurya | Alright Catherine, let me share you remote access link. | 5:22:02 PM |
| | https://assist.acecloudhosting.com/join/7232510116 | 5:22:41 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:22:48 PM |
| Catherine Aquino | it is working now. I removed the / from the server name | 5:25:15 PM |
| | my fault | 5:25:18 PM |
| | but thank you for guidance | 5:25:24 PM |
| Shubham Maurya | Good to hear that Catherine that you are able to use it now. | 5:25:53 PM |
| | Is there anything else I may help you with ? | 5:25:56 PM |
| Catherine Aquino | this is all for today | 5:27:23 PM |
| | thank you again! | 5:27:24 PM |
| Shubham Maurya | Your are most welcome ! | 5:28:20 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!

5:28:29 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/>)

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

5:28:35 PM

Shubham Maurya has ended this chat session

5:28:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Aug, 6:21:17 AM

#80245 Anthony Padilla

Email: anthony.padilla@bluetreedental.com

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: 56 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 51 Secs

| | | |
|-----------------|---|-------------------|
| Anthony Padilla | Hello, I am your Acebuddy | 7 Aug, 6:21:18 AM |
| Acebuddy | Hello Anthony Padilla, I'm your Ace Buddy. I'll be happy to assist you! | 6:21:18 AM |
| | Whom Would You Like to Connect With? | 6:21:18 AM |
| Anthony Padilla | Technical Support (QB & App Hosting) | 6:21:27 AM |
| Acebuddy | Welcome to Ace Support. | 6:21:27 AM |

| | | |
|-----------------|--|------------|
| | Please chose an option : | 6:21:27 AM |
| Anthony Padilla | I'd like to report an Issue | 6:21:36 AM |
| Acebuddy | Please select an option! | 6:21:36 AM |
| Anthony Padilla | Other Issue | 6:21:42 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:21:42 AM |
| Anthony Padilla | Screen is Blank | 6:21:50 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:21:51 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:21:51 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 6:22:10 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 6:22:15 AM |
| | hello Antony | 6:22:21 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:22:35 AM |
| Anthony Padilla | Server Name :- CPPR.myrealdata.net | 6:22:49 AM |
| | Username :- myrealdata\Anthony_CPPR | 6:22:54 AM |
| Shubham Kataria | Thank you for the information. | 6:23:10 AM |
| | kindly confirm if your server screen is black or the applications are missing? | 6:23:34 AM |
| Anthony Padilla | Correct | 6:23:45 AM |
| Shubham Kataria | Alright, I will surely assist you with this. | 6:24:02 AM |
| | May I take the remote access of your local computer? | 6:24:05 AM |
| Anthony Padilla | Yes | 6:24:48 AM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. | 6:24:58 AM |
| | https://assist.acecloudhosting.com/join/3192189462 | 6:25:15 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:25:20 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. | 6:28:43 AM |
| Anthony Padilla | Yes | 6:28:58 AM |
| Shubham Kataria | Thank you for your patience. | 6:34:21 AM |
| Anthony Padilla | Thank you | 6:34:25 AM |
| Shubham Kataria | As per the remote session your issue has been resolved. | 6:34:35 AM |
| | You're welcome | 6:34:40 AM |
| | Is there anything else I may help you with ? | 6:34:46 AM |

| | | |
|-----------------|--|------------|
| Anthony Padilla | No that was it | 6:34:51 AM |
| Shubham Kataria | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 6:35:00 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:35:03 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 6:35:06 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Shubham Kataria has ended this chat session</i> | 6:35:09 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 27 Aug, 12:25:00 AM

#80872 Brian Leavitt

Email: 1car@earthlink.net ☎ 4253482777

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: REDMOND

State: Washington

Country: UNITED STATES

Chat Transcript Chat Duration : 33 Mins 8 Secs

Brian Leavitt

Hello, I am your Acebuddy

27 Aug, 12:25:01 AM

| | | |
|---------------|---|-------------|
| Acebuddy | Hello Brian Leavitt, I'm your Ace Buddy. I'll be happy to assist you! | 12:25:02 AM |
| | Whom Would You Like to Connect With? | 12:25:02 AM |
| Brian Leavitt | Technical Support (QB & App Hosting) | 12:25:08 AM |
| Acebuddy | Welcome to Ace Support. | 12:25:08 AM |
| | Please chose an option : | 12:25:08 AM |
| Brian Leavitt | I'd like to raise a Request | 12:25:17 AM |
| Acebuddy | Please select your request type. | 12:25:17 AM |
| Brian Leavitt | Password Reset | 12:25:47 AM |
| Acebuddy | Please select an option below | 12:25:47 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. | 12:58:09 AM |
| | <i>Ended due to chat idle timeout</i> | 12:58:09 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 3:58:11 AM

#80694 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins

| | | | |
|---------------------|------|---|--------------------|
| | info | Hello, I am your Acebuddy | 20 Aug, 3:58:12 AM |
| Acebuddy | | Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you! | 3:58:13 AM |
| | | Whom Would You Like to Connect With? | 3:58:13 AM |
| | info | Technical Support (QB & App Hosting) | 3:58:16 AM |
| Acebuddy | | Welcome to Ace Support. | 3:58:16 AM |
| | | Please chose an option : | 3:58:16 AM |
| | info | I'd like to report an Issue | 3:58:22 AM |
| Acebuddy | | Please select an option! | 3:58:22 AM |
| | info | Other Issue | 3:58:30 AM |
| Acebuddy | | Please specify the issue you are facing before I connect you to an available support representative! | 3:58:30 AM |
| | info | I had a conversation with someone before this about my printer and would like to be reconnected | 3:58:55 AM |
| Acebuddy | | Please wait while we connect you to a Support Representative | 3:58:55 AM |
| | | <i>Acebuddy (bot) forwarded the chat request</i> | 3:58:55 AM |
| | | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 4:00:10 AM |
| Vikas Singh Chauhan | | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 4:00:38 AM |
| | | Sure. | 4:00:48 AM |
| | | Kindly allow me few minutes to transfer your chat to the same engineer. | 4:01:13 AM |
| | info | Thank you | 4:01:20 AM |
| | | <i>Vikas Singh Chauhan is transferring the chat to Tushar.</i> | 4:03:12 AM |
| | | <i>Tushar accepted the chat transfer request.</i> | 4:03:20 AM |
| Tushar | | Hello Daniel | 4:03:32 AM |
| | | There was no response from your side from around 10 minutes. | 4:04:06 AM |
| | | Are you facing any issue giving us the remote session? | 4:04:29 AM |
| | info | oh sorry | 4:05:07 AM |
| | | Yes there was an issue with the computer not having space but I managed to fix it | 4:05:25 AM |
| | | could you resend the link? | 4:05:32 AM |
| Tushar | | Okay. | 4:05:34 AM |
| | | Yes sure. | 4:05:39 AM |
| | | https://assist.acecloudhosting.com/join/5492415980 | 4:05:40 AM |
| | | Kindly Click on the link and open the downloaded file. | 4:05:44 AM |
| | | Till the remote session is getting set up may I know the printer's name that you want to use. | 4:06:33 AM |

| | | |
|--------|---|------------|
| | We are connected now. | 4:07:16 AM |
| info | Yes it is Accounting 1 - Versalink b6205 PCL6 | 4:07:21 AM |
| | B605 | 4:07:36 AM |
| Tushar | Thank you for this detail, I will now be taking the access of your screen. | 4:07:51 AM |
| | Is it this printer? | 4:09:35 AM |
| info | I think so but I do not know why it says summer also I think the problem is it does not show up on the ace cloud server | 4:10:04 AM |
| Tushar | Kindly check if is printing from the desired printer ? | 4:11:40 AM |
| info | please let me know before you print something I have checks in the printer | 4:11:44 AM |
| Tushar | Okay will do from now on apologies for this time. | 4:12:13 AM |
| | Did it print from the desired printer you wanted ? | 4:12:45 AM |
| info | also it did work | 4:12:54 AM |
| | let me test on the ace cloud server real quick | 4:13:13 AM |
| Tushar | Great let's try to print from the server side. | 4:13:14 AM |
| | Okay | 4:13:29 AM |
| info | It worked I guess the name was just the issue | 4:14:42 AM |
| Tushar | Kindly let me know if it printed from the desired printer or not the file you wanted to print. | 4:14:43 AM |
| info | That should be everything | 4:14:56 AM |
| Tushar | I was thinking the same the printer's name was at the end, and it is taking users name at first which is different for some users using it. | 4:15:48 AM |
| | Is there anything else I may help you with ? | 4:15:52 AM |
| | Okay. | 4:15:57 AM |
| info | No that is all thank you | 4:16:00 AM |
| Tushar | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 4:16:04 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:16:08 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! | 4:16:10 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Tushar has ended this chat session</i> | 4:16:12 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 8:41:44 PM

#81002 Ken Mathews

Email: kmathews@patriotprocesseq.com ☎ 12146799979

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: 56 Secs

City: WHITE OAK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 8 Secs

| | | |
|-------------|--|--------------------|
| Ken Mathews | Hello, I am your Acebuddy | 29 Aug, 8:41:45 PM |
| Acebuddy | Hello Kmathews, I'm your Ace Buddy. I'll be happy to assist you! | 8:41:46 PM |
| | Whom Would You Like to Connect With? | 8:41:46 PM |
| Ken Mathews | Technical Support (QB & App Hosting) | 8:58:38 PM |
| Acebuddy | Welcome to Ace Support. | 8:58:38 PM |
| | Please chose an option : | 8:58:38 PM |
| Ken Mathews | I'd like to raise a Request | 8:58:44 PM |
| Acebuddy | Please select your request type. | 8:58:44 PM |
| Ken Mathews | Change in Users | 8:58:54 PM |
| Acebuddy | Please select your desired option! | 8:58:54 PM |
| Ken Mathews | User Removal | 8:58:58 PM |
| Acebuddy | | |

| | | |
|-------------|---|------------|
| | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! | 8:58:58 PM |
| | Do you need any further assistance on the topic? | 8:58:58 PM |
| Ken Mathews | Yes | 9:02:43 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 9:02:43 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:02:43 PM |
| | <i>Ankit Kumar declined the transfer request.</i> | 9:02:57 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 9:03:14 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 9:03:17 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:03:21 PM |
| Ken Mathews | patriotprocess.myrealdata.net | 9:03:58 PM |
| | kenma | 9:04:01 PM |
| Yash Kalra | kmathews, kindly allow me two minutes to check the same. | 9:04:19 PM |
| | Thank you for staying connected. Please provide me the name of the user you want to remove? | 9:06:32 PM |
| Ken Mathews | its BrandonPar | 9:06:51 PM |
| | Can you tell when and where this account was last accessed? | 9:07:03 PM |
| Yash Kalra | kmathews, for checking the last access we need to check the logs from the server it would take some time, I have noted your request and will mail you the report soon. | 9:08:49 PM |
| Ken Mathews | ok. | 9:09:36 PM |
| Yash Kalra | And for user removal we please request you to either use the below attach Myportal link to remove the user: MyPortal - Ace Cloud Hosting - Customers | 9:10:00 PM |
| | Or Please mail us the request using the mail id: kmathews@patriotprocesseq.com (Edited) | |
| Ken Mathews | this user and also JennyK need to be removed | 9:10:18 PM |
| | My access to this portal is broken and has been for a while | 9:10:39 PM |
| Yash Kalra | kmathews, please ask the user Cindy Carpenter to access the portal and remove the user Or Please mail us the request for user removal using the mail id: kmathews@patriotprocesseq.com to support@acecloudhosting.com (Edited) | 9:12:16 PM |
| | kmathews, will it okay if I mail you for the approval and you can provide me approval over the mail for user removal ? (Edited) | 9:13:10 PM |
| Ken Mathews | That's fine | 9:13:29 PM |
| Yash Kalra | Great, as soon as this chat ends you be receiving a mail for the approval of user removal with next 5 | 9:15:13 PM |

| | | |
|-------------|---|------------|
| | minutes. | |
| | Is there anything else I may help you with ? | 9:15:21 PM |
| Ken Mathews | No thanks | 9:15:27 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. | 9:15:32 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:15:49 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 9:15:51 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/) | |

Yash Kalra has ended this chat session

9:15:53 PM



Chat Transcript

CID72626

Visitor Details

14 Aug, 7:23:34 PM

#80491 Bonnie

Email: bonnie@acutaboveconsulting.com 18327381632

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 56 Secs

City: SANTA FE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 58 Secs

| | | |
|---------------------|--|--------------------|
| Bonnie | CID72626 | 14 Aug, 7:23:35 PM |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. | 7:23:42 PM |
| | <i>Amit is transferring the chat to Support(QB & App Hosting).</i> | 7:24:51 PM |
| Bonnie | One user has Proseries 2024 open and so far, no one else can open and use it. Also, it appears on the far right side and can not be dragged onto the visible screen. | 7:24:55 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 7:25:39 PM |
| | And hello Amit, hope your work day is going well. | 7:25:50 PM |
| | Never mind, hello Vikas Singh Chauhan. Hope your work day is going well. | 7:26:27 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 7:26:37 PM |
| | Hello Bonnie, I am good , what about you ? | 7:27:04 PM |
| Bonnie | Just got in and was presented with this problem, so... Hopefully the rest of the day goes better. | 7:28:00 PM |
| Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. | 7:28:16 PM |
| | May I take the remote access of your local computer? | 7:29:21 PM |
| Bonnie | Yes | 7:29:26 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 7:29:55 PM |
| | https://assist.acecloudhosting.com/join/1302616824 | 7:30:00 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 7:30:08 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. | 7:34:20 PM |
| | Is there anything else I may help you with ? | 7:49:54 PM |
| Bonnie | I believe that is all I need at this time. Thank for quickly resolving this 😊 | 7:50:24 PM |
| Vikas Singh Chauhan | My pleasure, and have a good one. | 7:50:29 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 7:50:34 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 7:50:39 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |

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

Bonnie You too!

7:50:40 PM

Vikas Singh Chauhan has ended this chat session

7:50:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Aug, 7:55:57 PM

#80297 Kristin Bingham

Email: kbingham@bingham-construction.com 18583538716

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: 59 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 12 Secs

| | | |
|-----------------|--|-------------------|
| Kristin Bingham | Hello, I am your Acebuddy | 8 Aug, 7:55:57 PM |
| Acebuddy | Hello Kbingham, I'm your Ace Buddy. I'll be happy to assist you! | 7:55:58 PM |
| | Whom Would You Like to Connect With? | 7:55:58 PM |
| Kristin Bingham | Technical Support (QB & App Hosting) | 7:56:02 PM |
| Acebuddy | Welcome to Ace Support. | 7:56:02 PM |
| | Please chose an option : | 7:56:02 PM |
| Kristin Bingham | I'd like to report an Issue | 7:56:13 PM |
| Acebuddy | Please select an option! | 7:56:13 PM |
| Kristin Bingham | Other Issue | 7:56:44 PM |

| | | |
|-----------------|--|------------|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:56:44 PM |
| Kristin Bingham | Minimize ACE sidebar | 7:57:07 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:57:08 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:57:08 PM |
| | <i>Ankit declined the transfer request.</i> | 7:57:18 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 7:57:33 PM |
| | <i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i> | 7:57:40 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 7:57:44 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 7:57:51 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:57:54 PM |
| Kristin Bingham | Hi Sujeet, I think I just figured it out but i do have another question | 7:58:15 PM |
| Yash Kalra | Hi kbingham. | 7:58:29 PM |
| Kristin Bingham | how do I loging to ACE support on my phone | 7:58:29 PM |
| | hi Yash | 7:58:45 PM |
| Yash Kalra | Kbingham, may I know which phone you are currently using? (Edited) | 8:00:00 PM |
| | Is it an iPhone or android? | 8:00:28 PM |
| Kristin Bingham | android | 8:01:33 PM |
| | sorry for the delay | 8:01:46 PM |
| Yash Kalra | No issue, please install an application named Windows App using play store. (Edited) | 8:03:29 PM |
| | It must be having a white and blue color icon. | 8:04:18 PM |
| | <i>8:09:23 PM Yash Kalra is sharing a file with you to-access-the-server-on-your-mobile-device.pdf - (Size:43.41 KB)</i> | 8:09:23 PM |
| | Please follow the steps provided in the attached pdf to access the server through your mobile. (Edited) | 8:10:00 PM |
| | Are we still connected here? | 8:12:02 PM |
| | Are we still connected here? | 8:16:02 PM |
| | Are we still connected here? | 8:19:27 PM |
| | Kbingham, We truly want to assist you with this issue, but since we haven't received any response, and as per company policy, we will have to end this chat session for now. We've sent you a PDF guide with instructions on how to connect to the server using the mobile app. Please follow the steps mentioned in the document. If you still face any issues, feel free to reach out to us again. | 8:19:47 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. | 8:20:05 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 2:05:49 AM

#80577 Mike tang

Email: mmbtang@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

City: DUNSTABLE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 48 Secs

| | | |
|-----------|---|--------------------|
| Mike tang | Hello, I am your Acebuddy | 18 Aug, 2:05:50 AM |
| Acebuddy | Hello Mike Tang, I'm your Ace Buddy. I'll be happy to assist you! | 2:05:51 AM |
| | Whom Would You Like to Connect With? | 2:05:51 AM |
| Mike tang | Technical Support (QB & App Hosting) | 2:05:56 AM |
| Acebuddy | Welcome to Ace Support. | 2:05:57 AM |
| | Please chose an option : | 2:05:57 AM |
| Mike tang | Setback | 2:06:06 AM |
| Acebuddy | Hello Mike Tang, I'm your Ace Buddy. I'll be happy to assist you! | 2:06:06 AM |
| | Whom Would You Like to Connect With? | 2:06:06 AM |
| Mike tang | Technical Support (QB & App Hosting) | 2:06:14 AM |
| Acebuddy | Welcome to Ace Support. | 2:06:14 AM |

| | | |
|-----------|---|------------|
| | Please chose an option : | 2:06:14 AM |
| Mike tang | I'd like to raise a Request | 2:06:21 AM |
| Acebuddy | Please select your request type. | 2:06:21 AM |
| Mike tang | Password Reset | 2:06:25 AM |
| Acebuddy | Please select an option below | 2:06:25 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 2:51:38 AM |
| | <i>Ended due to chat idle timeout</i> | 2:51:38 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 7:11:50 PM

#80994 Kajal

Email: kajal.jha@glocalas.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: 1 Min 17 Secs

City: DELHI

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 25 Mins 17 Secs

| | | |
|----------|---|--------------------|
| Kajal | Hello, I am your Acebuddy | 29 Aug, 7:11:51 PM |
| Acebuddy | Hello Kajal, I'm your Ace Buddy. I'll be happy to assist you! | 7:11:52 PM |
| | Whom Would You Like to Connect With? | 7:11:52 PM |
| Kajal | Technical Support (QB & App Hosting) | 7:12:05 PM |

| | | |
|---|--|------------|
| Acebuddy | Welcome to Ace Support. | 7:12:05 PM |
| | Please chose an option : | 7:12:05 PM |
| Kajal | I'd like to report an Issue | 7:12:18 PM |
| Acebuddy | Please select an option! | 7:12:18 PM |
| Kajal | Other Issue | 7:12:23 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:12:23 PM |
| Kajal | I am not able to open specific client on ultratax software which is on a server I used, but message is showing that it is locked by the user | 7:13:46 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:13:47 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:13:47 PM |
| Kajal | okay | 7:14:01 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 7:14:39 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 7:14:52 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited) | 7:15:01 PM |
| Kajal | Server is Myrealdata.net.rdp | 7:16:35 PM |
| | user name is ShellieD_KKLLP@myrealdata.net | 7:17:46 PM |
| Shubham Maurya | Kindly allow me two minutes to check the same. | 7:17:59 PM |
| | Thank you for staying connected. | |
| Kajal, to help me assist you better please help me with the following questions: | | |
| 1. Is the Issue occurring for a specific user or to all the users on the server. | | |
| 2. Please share us the snippet of the error message. | | |
| 3. When was the last time you were able to access the application successfully | | |
| (Edited) | | |
| Kajal | 1. specific user | 7:20:06 PM |
| | <i>7:23:10 PM Kajal is sharing a file with you image.png - (Size:1.19 MB)</i> | 7:23:10 PM |
| | 2. tomorrow. | 7:23:24 PM |
| | Please check | 7:23:35 PM |
| Shubham Maurya | May I take the remote access of your local computer? | 7:25:16 PM |
| Kajal | yes | 7:25:21 PM |
| Shubham Maurya | Prior providing the access, I would suggest you to close any important documents at your end. | 7:25:26 PM |
| Kajal | Okay | 7:25:34 PM |
| | Please access | 7:25:55 PM |

| | | |
|----------------|--|------------|
| | I have closed | 7:27:33 PM |
| Shubham Maurya | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1162493562 | 7:28:41 PM |
| Kajal | yes | 7:35:53 PM |
| Shubham Maurya | Kajal, we assisted you regarding Ultra Tax Issue Is there anything else I may help you with ? | 7:36:08 PM |
| Kajal | No | 7:36:47 PM |
| Shubham Maurya | 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. | 7:36:52 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:37:02 PM |
| Kajal | Sure | 7:37:04 PM |
| Shubham Maurya | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 7:37:06 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Shubham Maurya has ended this chat session</i> | 7:37:08 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 8:49:29 PM

#80956 Matt

Email: matt.hall@americansolar.net ☎ 14155992674

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: NOVATO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 35 Secs

| | | |
|----------------|--|--------------------|
| Matt | Hello, I am your Acebuddy | 28 Aug, 8:49:29 PM |
| Acebuddy | Hello Matt.hall, I'm your Ace Buddy. I'll be happy to assist you! | 8:49:30 PM |
| | Whom Would You Like to Connect With? | 8:49:30 PM |
| Matt | Technical Support (QB & App Hosting) | 8:49:43 PM |
| Acebuddy | Welcome to Ace Support. | 8:49:43 PM |
| | Please chose an option : | 8:49:43 PM |
| Matt | I'd like to report an Issue | 8:49:51 PM |
| Acebuddy | Please select an option! | 8:49:51 PM |
| Matt | Other Issue | 8:49:57 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:49:57 PM |
| Matt | on using the new app, it will not save my password. I have to use it every time upon opening the app. The video showed that it should save the main password after initially setting it up. | 8:51:05 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:51:06 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:51:06 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 8:51:57 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 8:52:08 PM |
| | Hello Matt | 8:52:16 PM |
| Matt | good morning | 8:52:30 PM |
| Shashwat Verma | I will surely help you with this issue. | 8:52:37 PM |
| | May I take the remote access of your local computer? | 8:52:45 PM |
| Matt | yes | 8:52:53 PM |
| Shashwat Verma | https://assist.acecloudhosting.com/join/8012291811 | 8:53:06 PM |
| | Kindly Click on the link and open the downloaded file. | 8:53:10 PM |
| | Issue resolved on remote session | 9:00:57 PM |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 9:00:59 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:01:02 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 4:33:49 AM

#80642 Avinandan

Email: abctaxavinandan@gmail.com ☎ 12025319519

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 58 Secs

| | | |
|-----------|--|--------------------|
| Avinandan | Hello, I am your Acebuddy | 19 Aug, 4:33:50 AM |
| Acebuddy | Hello Avinandan, I'm your Ace Buddy. I'll be happy to assist you! | 4:33:50 AM |
| | Whom Would You Like to Connect With? | 4:33:50 AM |
| Avinandan | Technical Support (QB & App Hosting) | 4:34:01 AM |
| Acebuddy | Welcome to Ace Support. | 4:34:01 AM |
| | Please chose an option : | 4:34:01 AM |
| Avinandan | I'd like to report an Issue | 4:34:08 AM |
| Acebuddy | Please select an option! | 4:34:08 AM |
| Avinandan | Other Issue | 4:34:11 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:34:12 AM |
| Avinandan | support representative | 4:34:26 AM |

| | | |
|--------------|--|------------|
| Acebuddy | Please wait while we connect you to a Support Representative | 4:34:26 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:34:26 AM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 4:34:46 AM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 4:34:52 AM |
| | hello Avinandan | 4:35:08 AM |
| Avinandan | hey, i need to download the eftps batch provider | 4:35:09 AM |
| | can you download it for me, or give me a permission | 4:35:44 AM |
| Sanyam Madan | I will surely help you with this . | 4:35:58 AM |
| | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request right away. | 4:36:34 AM |
| | Also, please make sure to download the setup file for the application. | 4:36:56 AM |
| Avinandan | sent email | 4:37:58 AM |
| Sanyam Madan | okay noted | 4:38:07 AM |
| | Is there anything else I may help you with ? | 4:38:10 AM |
| Avinandan | can you make drake 2025 update daily | 4:38:35 AM |
| | you guys set admin policies, it need to update everytime | 4:38:59 AM |
| | i already sent email | 4:39:13 AM |
| Sanyam Madan | Okay Avinandan, we will take care of it | 4:39:41 AM |
| Avinandan | Ticket ID: 753138 | 4:39:44 AM |
| Sanyam Madan | Got it | 4:39:57 AM |
| Avinandan | i need right away, i need to work | 4:40:03 AM |
| Sanyam Madan | yes, please install the setup file and we will install it right away | 4:40:28 AM |
| | About the drake updates, i will inform my team about the same | 4:41:16 AM |
| | Is there anything else I may help you with ? | 4:41:23 AM |
| Avinandan | did you already download batch provider software | 4:41:47 AM |
| Sanyam Madan | Avinandan , you need to provide us the setup file location after that we can install the application | 4:42:43 AM |
| Avinandan | make both user can use it | 4:43:04 AM |
| Sanyam Madan | okay sure Avinandan | 4:43:31 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 4:43:38 AM |
| Avinandan | let me know after you done | 4:43:51 AM |
| Sanyam Madan | we will mail you once the installation is completed | 4:44:12 AM |
| Avinandan | okay | 4:44:23 AM |

| | | |
|--------------|---|------------|
| Sanyam Madan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 4:44:33 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:44:38 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! | 4:44:44 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/) | |

Sanyam Madan has ended this chat session

4:44:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Aug, 2:32:22 AM

#80518 Sarah Adams

Email: esadams@midco.net

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: 17 Secs

City: PEMBINA

State: North Dakota

Country: UNITED STATES

Chat Transcript Chat Duration : 15 Mins 4 Secs

Sarah Adams

Hello, I am your Acebuddy

15 Aug, 2:32:23 AM

| | | |
|----------------|--|------------|
| Acebuddy | Hello Sarah Adams, I'm your Ace Buddy. I'll be happy to assist you! | 2:32:23 AM |
| | Whom Would You Like to Connect With? | 2:32:23 AM |
| Sarah Adams | Technical Support (QB & App Hosting) | 2:32:30 AM |
| Acebuddy | Welcome to Ace Support. | 2:32:30 AM |
| | Please chose an option : | 2:32:30 AM |
| Sarah Adams | I'd like to report an Issue | 2:32:38 AM |
| Acebuddy | Please select an option! | 2:32:38 AM |
| Sarah Adams | Other Issue | 2:32:53 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:32:53 AM |
| Sarah Adams | new login to remote desktop | 2:33:15 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:33:15 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:33:15 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 2:33:42 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 2:33:46 AM |
| | Hello Sarah | 2:33:52 AM |
| Sarah Adams | hello | 2:33:58 AM |
| | I believe you helped me earlier. i have the password now but it is not working | 2:34:32 AM |
| Shashwat Verma | Correct | 2:34:38 AM |
| | I will surely help you with this issue. | 2:34:41 AM |
| | May I take the remote access of your local computer? | 2:34:46 AM |
| Sarah Adams | yes | 2:34:51 AM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 2:35:01 AM |
| | https://assist.acecloudhosting.com/join/9252354677 | 2:35:03 AM |
| | Kindly Click on the link and open the downloaded file. | 2:35:06 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. | 2:36:59 AM |
| | Issue resolved on remote session, able to login | 2:47:21 AM |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 2:47:23 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:47:26 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 2:47:28 AM |



Chat Transcript

After I click the link to login to acecloud, my screen goes all black.

Visitor Details

14 Aug, 7:31:27 PM

#80493 kevin

Email: kevin@statewideofhoughton.com ☎ 906-370-4440

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

Website: https://www.acecloudhosting.com/knowledgebase/?s=screen+black+after+login&post_type=knowledgebase&kb_search_nonce=efa557618e&wp_http_referer=%2Fknowledgebase%2F

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: CHASSELL

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 29 Secs

kevin After I click the link to login to acecloud, my screen goes all black.

14 Aug, 7:31:28 PM

Amit Thank you for contacting ACE. My name is Amit. I will be assisting you further.

7:31:32 PM

Amit is transferring the chat to Support(QB & App Hosting).

7:31:41 PM

Sujeet Kumar Suman accepted the chat transfer request.

7:31:56 PM

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.

7:32:07 PM

Hello Kevin

7:32:14 PM

kevin it is ok now. Thank you.

7:34:20 PM

Sujeet Kumar Suman Thanks for the confirmation !

7:34:26 PM

Is there anything else I may help you with ?

7:34:30 PM

kevin No. Thank you have a good day.

7:34:43 PM

Sujeet Kumar Suman Most Welcome.

7:34:51 PM

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

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

7:34:57 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/>)

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

7:34:59 PM

Sujeet Kumar Suman has ended this chat session

7:35:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 3:12:10 AM

#80478 Erika Root

Email: admin@knottcpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 48 Secs

| | | |
|------------|--|--------------------|
| Erika Root | Hello, I am your Acebuddy | 14 Aug, 3:12:11 AM |
| Acebuddy | Hello Erika Root, I'm your Ace Buddy. I'll be happy to assist you! | 3:12:11 AM |
| | Whom Would You Like to Connect With? | 3:12:11 AM |
| Erika Root | Technical Support (QB & App Hosting) | 3:12:14 AM |
| Acebuddy | Welcome to Ace Support. | 3:12:14 AM |

| | | |
|------------|---|------------|
| | Please chose an option : | 3:12:14 AM |
| Erika Root | I'd like to raise a Request | 3:12:19 AM |
| Acebuddy | Please select your request type. | 3:12:19 AM |
| Erika Root | Change in Applications | 3:14:11 AM |
| Acebuddy | Please select your desired option! | 3:14:11 AM |
| Erika Root | Application Addition | 3:14:16 AM |
| Acebuddy | Please select your Application | 3:14:16 AM |
| Erika Root | Other Application | 3:14:20 AM |
| Acebuddy | Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application. | 3:14:20 AM |
| | We will update you via email once the installation is complete. | 3:14:20 AM |
| | Application Addition usually takes 1-2 Hour(s) | |
| | Do you need any further assistance on the topic? | 3:14:20 AM |
| Erika Root | Yes | 3:14:29 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 3:14:29 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:14:29 AM |
| | <i>Erika Root has ended this chat session</i> | 3:15:59 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 9:50:31 PM

#80359 Edward Howard

Email: edward@gunnisoncpas.com ☎ 19706412500

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: 37 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Duration : 5 Mins 42 Secs

Chat Transcript

| | | |
|----------------|---|--------------------|
| Edward Howard | Hello, I am your Acebuddy | 11 Aug, 9:50:32 PM |
| Acebuddy | Hello Edward Howard, I'm your Ace Buddy. I'll be happy to assist you! | 9:50:33 PM |
| | Whom Would You Like to Connect With? | 9:50:33 PM |
| Edward Howard | Technical Support (QB & App Hosting) | 9:50:38 PM |
| Acebuddy | Welcome to Ace Support. | 9:50:38 PM |
| | Please chose an option : | 9:50:38 PM |
| Edward Howard | I'd like to report an Issue | 9:50:45 PM |
| Acebuddy | Please select an option! | 9:50:46 PM |
| Edward Howard | QuickBooks Issue | 9:50:50 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:50:50 PM |
| Edward Howard | QuickBooks is Frozen | 9:50:56 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 9:50:56 PM |
| | Was that helpful? | 9:50:56 PM |
| Edward Howard | No | 9:51:03 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 9:51:03 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:51:03 PM |
| Edward Howard | Quick Books will not start up. | 9:51:23 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 9:52:16 PM |
| | <i>The visitor's phone number was changed from 19706412500 to 9706412500.</i> | 9:52:50 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 9:52:53 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:53:44 PM |
| | Are we still connected here? | 9:54:10 PM |
| | Are we still connected here? | 9:55:01 PM |

Are we still connected here?

9:56:01 PM

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

9:56:07 PM

Shubham Maurya has ended this chat session

9:56:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Aug, 1:07:08 PM

#80336 Jason Snider

Email: jason@mainstreettax.llc

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 5 Secs

| | | |
|--------------|--|--------------------|
| Jason Snider | Hello, I am your Acebuddy | 10 Aug, 1:07:09 PM |
| Acebuddy | Hello Jason Snider, I'm your Ace Buddy. I'll be happy to assist you! | 1:07:10 PM |
| | Whom Would You Like to Connect With? | 1:07:10 PM |
| Jason Snider | Technical Support (QB & App Hosting) | 1:07:15 PM |
| Acebuddy | Welcome to Ace Support. | 1:07:15 PM |
| | Please chose an option : | 1:07:15 PM |
| Jason Snider | I'd like to raise a Request | 1:07:22 PM |
| Acebuddy | Please select your request type. | 1:07:22 PM |

| | | |
|-----------------|---|------------|
| Jason Snider | Setup Ace Server | 1:07:33 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 1:07:33 PM |
| Jason Snider | MacOS | 1:07:40 PM |
| Acebuddy | Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer. | 1:07:41 PM |
| | Do you need any further assistance on the topic? | 1:07:41 PM |
| Jason Snider | Yes | 1:08:26 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:08:26 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:08:26 PM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 1:08:29 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 1:08:36 PM |
| | Hello Jason | 1:08:59 PM |
| | How may I assist you today? | 1:09:06 PM |
| Jason Snider | I need to setup access from my Mac | 1:09:24 PM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:10:01 PM |
| | Or you may provide me your business name which is registered with ACE | 1:11:23 PM |
| Jason Snider | I don't know either at this point, I wasn't involved in the original setup back in January | 1:11:48 PM |
| | Sorry, I found it...just a sec | 1:12:30 PM |
| | MainStreet.myreldata.net | 1:12:39 PM |
| | myreldata\JasonSnider | 1:12:49 PM |
| Shubham Kataria | Thank you for the information. | 1:12:52 PM |
| | <i>1:13:35 PM Shubham Kataria is sharing a file with you New ACE Cloud Hosting Setup Guide (Mac) 1 (1) 1.pdf - (Size:1.27 MB)</i> | 1:13:35 PM |
| | <i>Kindly refer the attached SOP for the MAC RDP set up instructions.</i> | |
| Jason Snider | I've seen that but the RDP no longer exists | 1:13:59 PM |
| Shubham Kataria | Alright | 1:14:05 PM |
| Jason Snider | It's been replaced by Windows App | 1:14:07 PM |
| Shubham Kataria | May I take the remote access of your local computer? | 1:14:09 PM |
| | Are we still connected here? | 1:15:56 PM |
| Jason Snider | Yes, just a second | 1:16:15 PM |
| Shubham Kataria | Alright | 1:16:26 PM |
| Jason Snider | | 1:16:45 PM |

| | | |
|-----------------|---|--------------------------|
| | Whats the remote instructions? | |
| Shubham Kataria | Here it is in the PDF file | 1:17:02 PM |
| | Alternatively, I can set up the RDP once we're connected via a remote session. | 1:17:32 PM |
| Jason Snider | Those are the setup instruction again for Mac | 1:18:09 PM |
| Shubham Kataria | Would you like to set up on windows now? | 1:18:29 PM |
| Jason Snider | I don't have windows | 1:18:42 PM |
| Shubham Kataria | Then these are the steps to set up on MAC | 1:18:58 PM |
| Jason Snider | I'm waiting for the remote instruction, remote instruction | 1:19:01 PM 1:19:14 PM |
| Shubham Kataria | let me send you | 1:19:15 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 1:19:19 PM |
| | https://assist.acecloudhosting.com/join/7072993154 | 1:19:32 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 1:19:37 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. | 1:22:06 PM |
| | Thank you for your patience. | 1:39:54 PM |
| | Unfortunately the remote session has been paused from your end. | 1:40:15 PM |
| | As discussed after this chat, I'll send you an email and CC the account owner so they can provide approval for the password reset. (Edited) | 1:40:44 PM |
| | Once we receive the approval, we'll share the new password with you. Along with it, I'll also attach the SOP for resetting your password via the Self-Care Portal, so you'll be able to manage it yourself in the future. | 1:41:28 PM |
| | Are we still connected here? | 1:42:54 PM |
| | Are we still connected here? | 1:44:29 PM |
| Jason Snider | yes | 1:44:48 PM |
| | messaging the tax lead about your messages | 1:45:04 PM |
| Shubham Kataria | Alright | 1:45:12 PM |
| | Let me attach the SOP here for resetting the password via My Portal. If the account owner prefers, they can follow these instructions to reset it themselves. Otherwise, they can simply send us an email authorizing the reset, and we'll take care of it proactively. | 1:46:42 PM |
| | <i>1:47:01 PM Shubham Kataria is sharing a file with you</i> <u>How to Manage ACE Server Users 4 (1).pdf</u> - (Size:1.33 MB) | 1:47:01 PM |
| | Here is the SOP to use My portal | 1:47:48 PM |
| Jason Snider | ok got it | 1:47:50 PM |

| | | |
|-----------------|---|------------|
| Shubham Kataria | Great. Please confirm whether they'll be resetting the password on their end or sending us an email to proceed with the reset. | 1:48:55 PM |
| Jason Snider | Not sure, they are on vacation until Monday morning US time so I'll need to wait | 1:49:48 PM |
| | But I shared your message and instructions | 1:50:03 PM |
| Shubham Kataria | Alright, I'll also send an email after this chat, keeping Summer in CC, so they're informed about the situation and can proceed accordingly. I'll request approval for your password reset, and once it's granted, I'll send you the new password. Thank you for your understanding and patience. | 1:51:51 PM |
| Jason Snider | noted, thanks | 1:52:06 PM |
| Shubham Kataria | And don't worry you'll be able to log in, as the RDP has already been set up. Along with the new password, I'll also send you an SOP to enroll in the Self-Care Portal, so moving forward, you can reset your own password without needing assistance. | 1:53:21 PM |
| | I will wait for the approval from summer. | 1:53:46 PM |
| | Is there anything else I may help you with ? | 1:53:51 PM |
| Jason Snider | Thanks, nothing further at this moment | 1:54:06 PM |
| Shubham Kataria | you're welcome! It was nice chatting with you. | 1:55:08 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:55:16 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 1:55:31 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/) | |
| Jason Snider | Cheers | 1:55:46 PM |
| | <i>Shubham Kataria has ended this chat session</i> | 1:56:14 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#80809 djackson****Email:** djackson@2cmarine.com**Department:** Support(QB & App Hosting)**Operator:** Tushar Pharswan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 22 Secs**City:** HENDERSON**State:** Tennessee**Country:** UNITED STATES

Chat Duration : 43 Mins 5 Secs

Chat Transcript

| | | |
|----------|--|--------------------|
| djackson | Hello, I am your Acebuddy | 25 Aug, 9:39:26 PM |
| Acebuddy | Hello Dale, I'm your Ace Buddy. I'll be happy to assist you! | 9:39:27 PM |
| | Whom Would You Like to Connect With? | 9:39:27 PM |
| djackson | Technical Support (QB & App Hosting) | 9:39:35 PM |
| Acebuddy | Welcome to Ace Support. | 9:39:35 PM |
| | Please chose an option : | 9:39:35 PM |
| djackson | I'd like to report an Issue | 9:39:46 PM |
| Acebuddy | Please select an option! | 9:39:46 PM |
| djackson | QuickBooks Issue | 9:39:50 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:39:50 PM |
| djackson | Other QB related issue | 9:40:08 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:40:08 PM |
| djackson | New Computer, unable to download web site | 9:40:43 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:40:44 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:40:44 PM |
| | <i>Tushar accepted the chat transfer request.</i> | 9:40:46 PM |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 9:40:51 PM |
| | Hello Dale. | 9:41:00 PM |
| djackson | hello | 9:41:10 PM |
| Tushar | BY this you mean you are unable to get the login icon to login to your profile? | 9:41:35 PM |

| | | |
|----------|--|-------------|
| djackson | yes | 9:41:47 PM |
| Tushar | Okay I will have to take access of your local system to set it fast on your system. | 9:42:19 PM |
| | May I take the remote access of your local computer? | 9:42:21 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:42:23 PM |
| djackson | yes | 9:42:38 PM |
| Tushar | https://assist.acecloudhosting.com/join/8552807993 | 9:43:04 PM |
| | Kindly Click on the link and open the downloaded file. | 9:43:08 PM |
| | We are connected now. | 9:45:09 PM |
| | Seems you have already downloaded the icon file. | 9:45:26 PM |
| | The issue is resolved over the remote session. | 10:21:50 PM |
| | We will be scheduling a call session with James later as well for MyPortal. | 10:22:13 PM |
| | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 10:22:19 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:22:23 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 10:22:30 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>Tushar has ended this chat session</i> | 10:22:32 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 1:58:39 AM

#80023 Ezra Dilger

Email: reception@rortax.com ☎ 7633189052

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: 39 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Duration : 13 Mins 6 Secs

Chat Transcript

| | | |
|----------------|--|-------------------|
| Ezra Dilger | Hello, I am your Acebuddy | 1 Aug, 1:58:40 AM |
| Acebuddy | Hello Reception, I'm your Ace Buddy. I'll be happy to assist you! | 1:58:41 AM |
| | Whom Would You Like to Connect With? | 1:58:41 AM |
| Ezra Dilger | Technical Support (QB & App Hosting) | 1:58:45 AM |
| Acebuddy | Welcome to Ace Support. | 1:58:45 AM |
| | Please chose an option : | 1:58:45 AM |
| Ezra Dilger | I'd like to report an Issue | 1:58:50 AM |
| Acebuddy | Please select an option! | 1:58:50 AM |
| Ezra Dilger | Other Issue | 1:58:54 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:58:54 AM |
| Ezra Dilger | The TaxDome printer app in our cloud server needs an update facilitated. | 1:59:25 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:59:25 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:59:25 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 1:59:43 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 2:00:03 AM |
| Ezra Dilger | Hello! | 2:00:19 AM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:00:58 AM |
| Ezra Dilger | Server name is RORTax. Username is Reception | 2:01:27 AM |
| Shubham Maurya | Thank you for the information and allow 2 minutes to check the same. | 2:01:54 AM |
| | Thank you for your patience. | 2:03:22 AM |
| | We are currently updating the application from the backend. We will notify you once the update is complete. | 2:04:20 AM |

| | | |
|----------------|--|------------|
| Ezra Dilger | Ok, thank you! | 2:04:29 AM |
| Shubham Maurya | Most welcome. | 2:05:36 AM |
| | <i>2:06:48 AM Shubham Maurya is sharing a file with you image.png - (Size:16.5 KB)</i> | 2:06:48 AM |
| | <i>We have updated the application from the backend. Please check from your end and let us know if everything is working as expected.</i> | |
| Ezra Dilger | well, my server just looks like a black screen now | 2:07:14 AM |
| Shubham Maurya | Kindly log out from the server and log back in to ensure the changes take effect. | 2:08:01 AM |
| Ezra Dilger | Thank you for waiting | 2:09:39 AM |
| | Looks good! Thank you! | 2:09:59 AM |
| Shubham Maurya | That's great! Is there anything else I may help you with ? | 2:10:38 AM |
| Ezra Dilger | No, that will be it. Thank you | 2:10:50 AM |
| Shubham Maurya | Most welcome. Have a good one. | 2:11:07 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 2:11:10 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:11:23 AM |
| | <i>Shubham Maurya has ended this chat session</i> | 2:11:46 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 7:56:23 PM

#80219 Cole

Email: jodi@360-cpa.com  812-883-6098

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: 35 Secs

City: SALEM

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 12 Secs

| | | |
|----------------|---|-------------------|
| Cole | Hello, I am your Acebuddy | 6 Aug, 7:56:23 PM |
| Acebuddy | Hello Jodi, I'm your Ace Buddy. I'll be happy to assist you! | 7:56:24 PM |
| | Whom Would You Like to Connect With? | 7:56:24 PM |
| Cole | Technical Support (QB & App Hosting) | 7:56:38 PM |
| Acebuddy | Welcome to Ace Support. | 7:56:38 PM |
| | Please chose an option : | 7:56:38 PM |
| Cole | I'd like to report an Issue | 7:56:45 PM |
| Acebuddy | Please select an option! | 7:56:45 PM |
| Cole | Other Issue | 7:56:56 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:56:56 PM |
| Cole | Unable to log into account | 7:57:19 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:57:20 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:57:20 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 7:57:33 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 7:57:45 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:58:04 PM |
| Cole | myrealdatalJodi | 7:58:58 PM |
| Shubham Maurya | Thank you for sharing details, please also share server name. | 8:00:35 PM |
| Cole | 360Consulting.myrealdatal.net | 8:01:18 PM |
| Shubham Maurya | Thanks for the confirmation ! | 8:01:44 PM |
| | Kindly allow me two minutes to check the same. | 8:01:49 PM |

| | | |
|----------------|---|------------|
| | Are you getting any error while logging in ? | 8:02:37 PM |
| Cole | It says logon attempt failed. We chatted July 30, I had the same issue. | 8:03:32 PM |
| Shubham Maurya | Okay | 8:03:53 PM |
| | Kindly allow me few minutes to check if the account is locked or not. | 8:04:16 PM |
| | Are you logging in after a long time ? | 8:09:32 PM |
| Cole | maybe after 30 minutes | 8:09:56 PM |
| Shubham Maurya | I mean, not today. When was the last time you logged in before today ? | 8:11:20 PM |
| Cole | Yesterday | 8:11:41 PM |
| Shubham Maurya | Okay, I see your account is locked, I am activating your account again. | 8:12:02 PM |
| | Allow me a minute. | 8:12:07 PM |
| | Please try to login now. | 8:12:32 PM |
| Cole | Okay, I was able to log in Thanks | 8:14:03 PM |
| Shubham Maurya | You are most welcome Jodi, Hope that helped. | 8:14:46 PM |
| | In case if you face the same issue again then we'll be escalating it to backend team. Please do let us know if it happens. | 8:15:41 PM |
| | Hope the password was correct, right? | 8:16:09 PM |
| Cole | Yes, thank you | 8:16:20 PM |
| Shubham Maurya | Okay, well noted ! | 8:16:33 PM |
| | Is there anything else I may help you with ? | 8:16:38 PM |
| Cole | No that is all thanks | 8:17:02 PM |
| Shubham Maurya | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 8:17:07 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/) | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:17:12 PM |
| | Have a good one. | 8:17:19 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 8:17:35 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 10:52:39 PM

#80120 lee

Email: lee@pontifexcap.com ☎ 18054557415

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: EMMETT

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 16 Secs

lee Hello, I am your Acebuddy 4 Aug, 10:52:40 PM

Acebuddy Hello Lee, I'm your Ace Buddy. I'll be happy to assist you! 10:52:41 PM

Whom Would You Like to Connect With? 10:52:41 PM

lee Technical Support (QB & App Hosting) 10:52:47 PM

Acebuddy Welcome to Ace Support. 10:52:47 PM

Please chose an option : 10:52:47 PM

lee I'd like to raise a Request 10:52:53 PM

Acebuddy Please select your request type. 10:52:53 PM

lee Application Update 10:52:59 PM

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. 10:52:59 PM

Typically, the application update is performed overnight.

Do you need any further assistance on the topic? 10:52:59 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. 11:32:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 11:34:06 PM

#80461 Kyron Snowden

Email: kyronsnowden@hauschco.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: SEVERN

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

| | | |
|---------------|---|---------------------|
| Kyron Snowden | Hello, I am your Acebuddy | 13 Aug, 11:34:08 PM |
| Acebuddy | Hello Kyron Snowden, I'm your Ace Buddy. I'll be happy to assist you! | 11:34:08 PM |
| | Whom Would You Like to Connect With? | 11:34:08 PM |
| Kyron Snowden | Technical Support (QB & App Hosting) | 11:34:15 PM |
| Acebuddy | Welcome to Ace Support. | 11:34:15 PM |
| | Please chose an option : | 11:34:15 PM |
| Kyron Snowden | I'd like to raise a Request | 11:34:34 PM |
| Acebuddy | Please select your request type. | 11:34:34 PM |
| Kyron Snowden | Password Reset | 11:34:42 PM |
| Acebuddy | Please select an option below | 11:34:42 PM |
| Kyron Snowden | Not Enrolled to Selfcare Portal | 11:34:46 PM |
| Acebuddy | | |

Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.

11:34:46 PM

Do you need any further assistance on the topic?

11:34:46 PM

Kyron Snowden No

11:34:56 PM

Acebuddy Thank you for contacting Ace Support. Have a nice day!

11:34:57 PM

Acebuddy has ended this chat session

11:34:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Aug, 10:22:11 PM

#80815 Gary Sawtelle

Email: gsawtelle@rrcnpa.org 18142309010

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: WARREN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 4 Secs

| | | |
|---------------|---|---------------------|
| Gary Sawtelle | Hello, I am your Acebuddy | 25 Aug, 10:22:12 PM |
| Acebuddy | Hello Gary Sawtelle, I'm your Ace Buddy. I'll be happy to assist you! | 10:22:12 PM |
| | Whom Would You Like to Connect With? | 10:22:12 PM |
| Gary Sawtelle | Technical Support (QB & App Hosting) | 10:22:21 PM |
| Acebuddy | Welcome to Ace Support. | 10:22:21 PM |
| | Please chose an option : | 10:22:21 PM |

| | | |
|----------------------|---|-------------|
| Gary Sawtelle | I'd like to raise a Request | 10:22:31 PM |
| Acebuddy | Please select your request type. | 10:22:31 PM |
| Gary Sawtelle | Password Reset | 10:22:37 PM |
| Acebuddy | Please select an option below | 10:22:37 PM |
| Gary Sawtelle | Already Enrolled to Selfcare Portal | 10:22:48 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 10:22:48 PM |
| | Do you need any further assistance on the topic? | 10:22:48 PM |
| Gary Sawtelle | Yes | 10:22:58 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 10:22:58 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:22:59 PM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 10:23:05 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 10:23:11 PM |
| Gary Sawtelle | Thank you. | 10:23:20 PM |
| Abhay Kumar Saraswat | Hello Gary (Edited) | 10:23:36 PM |
| | How are you doing today? | 10:23:44 PM |
| Gary Sawtelle | I am doing well thanks. | 10:23:57 PM |
| Abhay Kumar Saraswat | Great. | 10:24:01 PM |
| | Is this for account: Northern Pennsylvania Regional College ? | 10:24:14 PM |
| Gary Sawtelle | yes | 10:24:18 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 10:24:25 PM |
| | I will be surely assisting you with this. | 10:24:35 PM |
| | Could you please confirm me your username for ACE servers? | 10:24:55 PM |
| Gary Sawtelle | gsawtelle@rrcnpa.org | 10:25:16 PM |
| Abhay Kumar Saraswat | Thank you for sharing your details. However, this is your registered email address. | 10:26:19 PM |
| Gary Sawtelle | Would it be GaryS? | 10:26:47 PM |
| Abhay Kumar Saraswat | That should be. | 10:27:09 PM |
| | Kindly allow me two minutes to check the same. | 10:27:12 PM |
| | Thank you for your patience. | 10:28:48 PM |
| | After checking our records, I couldn't find any username matching the one you provided. | 10:29:23 PM |
| | Let me share with you the list of active users to your account. | 10:29:48 PM |

10:30:16 PM Abhay Kumar Saraswat is sharing a file with you
[image.png](#) - (Size:5.49 KB)

10:30:16 PM

These are the usernames I found in our records.

| | | |
|----------------------|--|-------------|
| Gary Sawtelle | Thank you. | 10:30:17 PM |
| Abhay Kumar Saraswat | Please confirm. | 10:30:20 PM |
| Gary Sawtelle | Yes, those are correct. I do not have a direct login to the server. I am the IT Director and manage the account | 10:30:59 PM |
| Abhay Kumar Saraswat | Okay, so for whom are you requesting the password reset? | 10:31:20 PM |
| Gary Sawtelle | I was trying to login to the MyPortal. Should I be able to do that? If not, I need to request a password reset for LisaP | 10:32:12 PM |
| Abhay Kumar Saraswat | Yes, you can. Have you ever logged into the MyPortal tool before? | 10:32:56 PM |
| Gary Sawtelle | I thought i had but, perhaps not | 10:33:21 PM |
| Abhay Kumar Saraswat | No worries. I'll assist you in this. | 10:33:37 PM |
| | May I take the remote access of your local computer? | 10:33:39 PM |
| Gary Sawtelle | yes | 10:33:59 PM |
| Abhay Kumar Saraswat | I'll show you and guide you. | 10:34:02 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 10:34:27 PM |
| | https://assist.acecloudhosting.com/join/2942944575 | 10:34:53 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 10:34:58 PM |
| Gary Sawtelle | ok | 10:35:08 PM |
| Abhay Kumar Saraswat | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 10:36:18 PM |
| Gary Sawtelle | I am all set. Thank you. | 10:41:32 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 10:41:43 PM |
| | Is there anything else I may help you with ? | 10:41:46 PM |
| Gary Sawtelle | No thank you. Have a great week | 10:41:59 PM |
| Abhay Kumar Saraswat | You too. | 10:42:03 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 10:42:06 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |

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

10:42:09 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/>)

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

10:42:13 PM

Abhay Kumar Saraswat has ended this chat session

10:42:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 11:19:09 PM

#80231 Jorge Ortiz

Email: jorge.ortiz@staffers.us

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Linux

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Chat Duration : 31 Mins 49 Secs

| | | |
|-------------|---|--------------------|
| Jorge Ortiz | Hello, I am your Acebuddy | 6 Aug, 11:19:10 PM |
| Acebuddy | Hello Jorge Ortiz, I'm your Ace Buddy. I'll be happy to assist you! | 11:19:11 PM |
| | Whom Would You Like to Connect With? | 11:19:11 PM |
| Jorge Ortiz | Technical Support (QB & App Hosting) | 11:19:18 PM |
| Acebuddy | Welcome to Ace Support. | 11:19:18 PM |

| | | |
|---------------|--|-------------|
| | Please chose an option : | 11:19:18 PM |
| Jorge Ortiz | I'd like to report an Issue | 11:19:45 PM |
| Acebuddy | Please select an option! | 11:19:45 PM |
| Jorge Ortiz | QuickBooks Issue | 11:19:51 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:19:51 PM |
| Jorge Ortiz | Other QB related issue | 11:19:59 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:19:59 PM |
| Jorge Ortiz | unable to import invoices to QuickBooks using the BBS QB plugin on server | 11:21:28 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:21:28 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:21:28 PM |
| | <i>Gaurav kumar declined the transfer request.</i> | 11:22:00 PM |
| | <i>Anurag Sharma accepted the chat transfer request.</i> | 11:22:49 PM |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. | 11:22:52 PM |
| | Hello Jorge | 11:22:56 PM |
| Jorge Ortiz | Hello Anurag! | 11:23:07 PM |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. | 11:23:22 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:23:26 PM |
| Jorge Ortiz | yep | 11:24:20 PM |
| | username: Jorge.Ortiz@staffers.us | 11:24:33 PM |
| | Password: Staffers123! | 11:24:39 PM |
| Anurag Sharma | Thanks for the confirmation ! | 11:24:50 PM |
| | May I take the remote access of your server? | 11:25:13 PM |
| Jorge Ortiz | yes, let me log off | 11:25:32 PM |
| | done | 11:25:43 PM |
| Anurag Sharma | Okay, prior providing the access. Please make sure to close any important documents. | 11:26:28 PM |
| | https://assist.acecloudhosting.com/join/9592087448 | 11:26:40 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 11:26:44 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 11:28:43 PM |
| | Are we still connected here? | 11:47:06 PM |
| | Are we still connected here? | 11:48:13 PM |

Are we still connected here?

11:50:50 PM

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

11:50:53 PM

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

11:50:57 PM

Anurag Sharma has ended this chat session

11:51:00 PM



Chat Transcript

try to update one of my company in quickbook, but i got a msg "the quickbooks enhanced payroll for accountants service is not currently available. Please try again [PS060].

Visitor Details

4 Aug, 9:25:58 PM

#80116 nguyen

Email: chinh_cn@yahoo.com 4082096515

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 7 Secs

nguyen try to update one of my company in quickbook, but i got a msg "the quickbooks enhanced payroll for accountants service is not currently available. Please try again [PS060].

4 Aug, 9:25:58 PM

Dev Dubey Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.

9:26:03 PM

Dev Dubey is transferring the chat to Support(QB & App Hosting).

9:26:16 PM

nguyen Hi Dev

9:26:23 PM

are you there?

9:29:46 PM

| | | |
|------------|--|------------|
| Dev Dubey | Hello, there transferring the chat to a support rep to assist. | 9:30:25 PM |
| | <i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i> | 9:30:34 PM |
| nguyen | thx | 9:31:19 PM |
| | <i>Tushar accepted the chat transfer request.</i> | 9:31:36 PM |
| | <i>Tushar is transferring the chat to Yash Kalra.</i> | 9:32:18 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 9:32:35 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 9:32:38 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:32:42 PM |
| nguyen | hi Yash | 9:33:24 PM |
| | saigonservices.myrealdata.net | 9:33:36 PM |
| Yash Kalra | Hi Nguyen | 9:33:47 PM |
| nguyen | hello | 9:33:52 PM |
| Yash Kalra | Kindly help me with your username as well? | 9:34:15 PM |
| nguyen | yes, | 9:34:21 PM |
| | chinh_ng | 9:34:37 PM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 9:34:59 PM |
| nguyen | thx | 9:35:08 PM |
| Yash Kalra | May I take the remote access of your server? | 9:35:58 PM |
| nguyen | you want me to log into my server? | 9:36:13 PM |
| Yash Kalra | Yes, please login to the server so that we can assist you in resolving the issue. (Edited) | 9:36:42 PM |
| nguyen | ok, one second | 9:36:51 PM |
| Yash Kalra | Sure, please take your time | 9:37:15 PM |
| nguyen | ok, you may | 9:38:04 PM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 9:38:29 PM |
| nguyen | ok | 9:38:40 PM |
| | done | 9:38:41 PM |
| Yash Kalra | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:39:48 PM |
| nguyen | ok, i just log off the server | 9:50:41 PM |
| Yash Kalra | Nguyen, can you please ask the user Thi Thi Le Nguyen to log off from the server for next 5-10 minutes. | 9:51:31 PM |
| nguyen | ok, will do | 9:51:38 PM |

| | | |
|------------|--|-------------|
| | give me once second | 9:51:47 PM |
| | ok, done | 9:52:27 PM |
| Yash Kalra | Nguyen, please login and check if the issue is resolved? | 9:56:02 PM |
| nguyen | ok, one second | 9:56:16 PM |
| Yash Kalra | Sure, please take your time | 9:56:20 PM |
| nguyen | i got the same msg | 9:58:54 PM |
| | [PS060] | 9:58:57 PM |
| | this is very common | 9:59:11 PM |
| | i got this msg often when i update quickbook | 9:59:21 PM |
| | then i would contact your support | 9:59:29 PM |
| Yash Kalra | Nguyen, We tried our best to resolve the issue from our end; however, it appears to be related to Intuit's services. Since your subscription has already been renewed but the error still persists, we kindly recommend reaching out to Intuit support for further assistance. | 9:59:33 PM |
| nguyen | and they do an update | 9:59:36 PM |
| | then the problem will went a way | 9:59:53 PM |
| | <i>10:00:50 PM Yash Kalra is sharing a file with you image.png - (Size:24.89 KB)</i> | 10:00:50 PM |
| | <i>I really understand your concern, but we have already updated the QuickBooks</i> | |
| Yash Kalra | So I believe this time this is not something related to update. | 10:01:36 PM |
| | Please reach out to intuit support if you require any help at any moment, we are always here | 10:02:39 PM |
| nguyen | ok, | 10:02:45 PM |
| | thanks | 10:02:52 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. | 10:03:00 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:03:07 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 10:03:08 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>Yash Kalra has ended this chat session</i> | 10:03:11 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 12:04:08 AM

#80966 Delroy Davis

Email: ebsi210@gmail.com 9542346149

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: WEST PALM BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 34 Secs

| | | |
|--------------|--|---------------------|
| Delroy Davis | Hello, I am your Acebuddy | 29 Aug, 12:04:09 AM |
| Acebuddy | Hello Delroy Davis, I'm your Ace Buddy. I'll be happy to assist you! | 12:04:10 AM |
| | Whom Would You Like to Connect With? | 12:04:10 AM |
| Delroy Davis | Technical Support (QB & App Hosting) | 12:04:34 AM |
| Acebuddy | Welcome to Ace Support. | 12:04:34 AM |
| | Please chose an option : | 12:04:34 AM |
| Delroy Davis | I'd like to report an Issue | 12:05:02 AM |
| Acebuddy | Please select an option! | 12:05:02 AM |
| Delroy Davis | Other Issue | 12:05:15 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:05:15 AM |
| Delroy Davis | What is my Ace Cloud Servername | 12:06:33 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:06:33 AM |

| | | |
|--------------|---|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:06:33 AM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 12:06:43 AM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 12:06:48 AM |
| | Hello Delroy , how are you doing | 12:07:03 AM |
| Delroy Davis | Not good. I'm trying to download the software and it's asking for my Ace Cloud Servername | 12:08:12 AM |
| Sanyam Madan | I apologize for the trouble you've experienced. I want to assure you that we will taking the necessary steps to resolve this issue. | 12:08:39 AM |
| | Kindly allow me two minutes to check your servername. | 12:09:04 AM |
| Delroy Davis | ok | 12:09:17 AM |
| Sanyam Madan | EBTSolutions.myrealdata.net | 12:09:30 AM |
| | Delroy , above mentioned is your server name | 12:09:47 AM |
| | are you trying to download the software on the server ? | 12:10:30 AM |
| Delroy Davis | Let me try that | 12:10:55 AM |
| Sanyam Madan | username - DelroyDavis | 12:11:27 AM |
| | server name - EBTSolutions.myrealdata.net | 12:11:42 AM |
| Delroy Davis | Hold on | 12:12:12 AM |
| | It working, but it went off my screen | 12:13:18 AM |
| Sanyam Madan | May I take the remote access of your server? | 12:13:42 AM |
| Delroy Davis | Sure | 12:14:16 AM |
| Sanyam Madan | are you logged in to the server ? | 12:16:12 AM |
| | Delroy | 12:17:18 AM |
| Delroy Davis | I m trying to open it | 12:17:41 AM |
| Sanyam Madan | are you having issues connecting to the server as well ? | 12:17:59 AM |
| Delroy Davis | I have a shortcut on my screen but I cant access it | 12:19:07 AM |
| Sanyam Madan | May I take the remote access of your local computer? | 12:19:17 AM |
| | I will help you out (Edited) | 12:19:28 AM |
| | Delroy | 12:22:38 AM |
| Delroy Davis | I'm here | 12:23:27 AM |
| Sanyam Madan | May I take the remote access of your local computer to help you login to the server? | 12:24:00 AM |
| Delroy Davis | Sure | 12:24:22 AM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. | 12:24:32 AM |
| | https://assist.acecloudhosting.com/join/7592693936 | 12:24:41 AM |

Kindly paste this link in the browser of local computer and join the session.

12:24:45 AM

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

12:39:36 AM

As per discussion over the remote session, The issue is resolved by changing the configuration in Ace connect

12:45:18 AM

Is there anything else I may help you with ?

12:45:27 AM

. (Edited)

12:47:20 AM

Delroy Davis That's it thanks

12:47:26 AM

Sanyam Madan I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

12:47:37 AM

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

12:47:41 AM

Sanyam Madan has ended this chat session

12:47:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 8:39:26 PM

#80112 Jay Thakor

Email: jay@hfcpillc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 39 Secs

4 Aug, 8:39:27

| | | |
|--------------|--|------------|
| Jay Thakor | Hello, I am your Acebuddy | PM |
| Acebuddy | Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you! | 8:39:27 PM |
| | Whom Would You Like to Connect With? | 8:39:27 PM |
| Jay Thakor | Technical Support (QB & App Hosting) | 8:39:37 PM |
| Acebuddy | Welcome to Ace Support. | 8:39:38 PM |
| | Please chose an option : | 8:39:38 PM |
| Jay Thakor | I'd like to report an Issue | 8:39:52 PM |
| Acebuddy | Please select an option! | 8:39:54 PM |
| Jay Thakor | QuickBooks Issue | 8:39:57 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:39:57 PM |
| Jay Thakor | Other QB related issue | 8:40:03 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:40:03 PM |
| Jay Thakor | Please help me, I required windows administrative password. | 8:40:32 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:40:32 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:40:32 PM |
| Jay Thakor | Please help me, I required windows administrative password. | 8:40:44 PM |
| | <i>8:40:50 PM Jay Thakor is sharing a file with you 1_image.png - (Size:37.15 KB)</i> | 8:40:50 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 8:41:02 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 8:41:07 PM |
| Jay Thakor | Still the issue not resolved. | 8:42:15 PM |
| | We already have conversation earlier | 8:42:23 PM |
| Manish Singh | Yes, checking. | 8:42:37 PM |
| | May I take the remote access of your server? | 8:43:03 PM |
| Jay Thakor | yes | 8:44:47 PM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 8:45:06 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 8:48:14 PM |
| | Are we still connected here? | 8:51:48 PM |
| | Are we still connected here? | 8:55:18 PM |
| | Are we still connected here? | 8:55:56 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at | 8:56:04 PM |

(1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

8:56:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 9:43:43 PM

#80117 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

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: 37 Secs

City: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Chat Duration : 31 Mins 10 Secs

| | | |
|----------------|---|-------------------|
| Charles Xavier | Hello, I am your Acebuddy | 4 Aug, 9:43:44 PM |
| Acebuddy | Hello Support, I'm your Ace Buddy. I'll be happy to assist you! | 9:43:45 PM |
| | Whom Would You Like to Connect With? | 9:43:45 PM |
| Charles Xavier | Technical Support (QB & App Hosting) | 9:43:55 PM |
| Acebuddy | Welcome to Ace Support. | 9:43:55 PM |
| | Please chose an option : | 9:43:55 PM |
| Charles Xavier | I'd like to report an Issue | 9:44:01 PM |
| Acebuddy | Please select an option! | 9:44:01 PM |
| Charles Xavier | QuickBooks Issue | 9:44:05 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:44:05 PM |

| | | |
|----------------|--|-------------|
| Charles Xavier | Other QB related issue | 9:44:13 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:44:13 PM |
| Charles Xavier | User can't send emails from QuickBooks | 9:45:14 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:45:15 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:45:15 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 9:46:43 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 9:46:48 PM |
| | I will surely help you with this issue. | 9:47:24 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? | 9:49:23 PM |
| Charles Xavier | so far only one user | 9:50:22 PM |
| | Matt Rutherford | 9:50:32 PM |
| Manish Singh | Alright | 9:50:38 PM |
| Charles Xavier | Server: CD Services Group | 9:50:39 PM |
| Manish Singh | May I take the remote access of user Matt server? | 9:52:28 PM |
| Charles Xavier | yes, anything you need to do, go for it | 9:52:46 PM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 9:52:52 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. | 9:55:22 PM |
| Charles Xavier | OK\ | 9:55:30 PM |
| Manish Singh | I am not able to see anything on the user screen | 9:56:19 PM |
| | <i>9:56:36 PM Manish Singh is sharing a file with you image.png - (Size:15.1 KB)</i> | 9:56:36 PM |
| | Kindly ask user to redirect me to the issue. | 9:56:55 PM |
| Charles Xavier | a moment please | 9:57:58 PM |
| Manish Singh | If he is using dual monitor kindly ask him to provide me access to both screens. | 9:58:39 PM |
| | Need to take access of user Matt local computer. | 10:01:58 PM |
| | https://assist.acecloudhosting.com/join/4632518259 | 10:02:17 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 10:02:24 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 10:02:34 PM |
| | Are we still connected here? | 10:09:01 PM |
| | Are we still connected here? | 10:11:36 PM |

Are we still connected here?

10:13:07 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.

10:14:52 PM

Manish Singh has ended this chat session

10:14:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 11:27:25 PM

#80547 Diane Rook

Email: diane.rook@feinmetall.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: 20 Secs

City: HERRENBERG

State: BadenWurttemberg

Country: GERMANY

Chat Transcript

Chat Duration : 23 Mins 14 Secs

| | | |
|------------|--|---------------------|
| Diane Rook | Hello, I am your Acebuddy | 15 Aug, 11:27:26 PM |
| Acebuddy | Hello Diane Rook, I'm your Ace Buddy. I'll be happy to assist you! | 11:27:27 PM |
| | Whom Would You Like to Connect With? | 11:27:27 PM |
| Diane Rook | Technical Support (QB & App Hosting) | 11:27:33 PM |
| Acebuddy | Welcome to Ace Support. | 11:27:33 PM |
| | Please chose an option : | 11:27:33 PM |
| Diane Rook | I'd like to report an Issue | 11:27:38 PM |
| Acebuddy | Please select an option! | 11:27:38 PM |

| | | |
|--------------|--|-------------|
| Diane Rook | QuickBooks Issue | 11:27:42 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:27:42 PM |
| Diane Rook | Other QB related issue | 11:27:52 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:27:52 PM |
| Diane Rook | Yesterday, I had remote help on my computer. Changes were made. Now I cannot print or email quotes, invoices, or anything. | 11:28:28 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:28:29 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:28:29 PM |
| | <i>Gaurava Tyagi declined the transfer request.</i> | 11:29:30 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 11:29:45 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 11:29:49 PM |
| Diane Rook | thak you | 11:30:13 PM |
| Manish Singh | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 11:31:07 PM |
| Diane Rook | its effecting my computer, after Ace fixed other issues yesterday | 11:31:40 PM |
| Manish Singh | I will surely help you with this issue. | 11:32:01 PM |
| | May I take the remote access of your local computer? | 11:32:06 PM |
| Diane Rook | yes | 11:32:11 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/5582849500 | 11:32:48 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 11:32:51 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 11:32:56 PM |
| Diane Rook | I am trying | 11:37:43 PM |
| | to access the Zoho assist | 11:37:53 PM |
| Manish Singh | Yes, please take your time. | 11:38:06 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. | 11:40:36 PM |
| | Is there anything else I may help you with ? | 11:49:40 PM |
| Diane Rook | no thank you | 11:50:24 PM |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 11:50:28 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:50:36 PM |
| Diane Rook | ok | 11:50:36 PM |
| Manish Singh | You may end this chat now. Once you end this chat, you will receive an email from us regarding this | |

conversation, along with a ticket number and survey feedback form.

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

11:50:39 PM

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

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

Manish Singh has ended this chat session

11:50:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Aug, 12:09:12 AM

#80065 Jennifer Rogers

Email: jconnell@creeksideinvestors.com 12486010202

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 57 Secs

City: TROY

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 5 Secs

| | | |
|-----------------|--|--------------------|
| Jennifer Rogers | Hello, I am your Acebuddy | 2 Aug, 12:09:13 AM |
| Acebuddy | Hello Jconnell, I'm your Ace Buddy. I'll be happy to assist you! | 12:09:14 AM |
| | Whom Would You Like to Connect With? | 12:09:14 AM |
| Jennifer Rogers | Technical Support (QB & App Hosting) | 12:09:17 AM |

| | | |
|-----------------|---|-------------|
| Acebuddy | Welcome to Ace Support. | 12:09:17 AM |
| | Please chose an option : | 12:09:17 AM |
| Jennifer Rogers | I'd like to report an Issue | 12:09:24 AM |
| Acebuddy | Please select an option! | 12:09:24 AM |
| Jennifer Rogers | QuickBooks Issue | 12:09:35 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:09:35 AM |
| Jennifer Rogers | QuickBooks Login Issue | 12:09:40 AM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 12:09:41 AM |
| | Was that helpful? | 12:09:41 AM |
| Jennifer Rogers | No | 12:09:47 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 12:09:48 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:09:48 AM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 12:10:07 AM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 12:10:11 AM |
| Jennifer Rogers | Hello | 12:10:17 AM |
| Sanyam Madan | Hi , how are you doing | 12:10:23 AM |
| Jennifer Rogers | Good and you? | 12:10:30 AM |
| Sanyam Madan | I am good too | 12:10:44 AM |
| | Can you please elaborate your issue ? | 12:10:58 AM |
| Jennifer Rogers | I can't get into a specific Company file | 12:11:25 AM |
| | called Windmill Pointe MHC LLC | 12:11:29 AM |
| | It keeps saying someone is logged in but I don't know who would be logged in. | 12:11:46 AM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:12:35 AM |
| Jennifer Rogers | Our server is Creekside | 12:13:00 AM |
| | My name is JenniferRo | 12:13:07 AM |
| Sanyam Madan | Kindly allow me two minutes to check the same. | 12:13:07 AM |
| Jennifer Rogers | Sure, thank you | 12:13:14 AM |
| Sanyam Madan | Thank you for your patience. | 12:16:48 AM |
| | Jennifer, it appears that Linda is currently accessing the company file in Single-User Mode. That's why you're unable to access the file at the moment. | 12:17:30 AM |
| | Please ask the user to switch to Multi-User Mode so that others can access the file as well. | 12:17:36 AM |
| | Are we still connected here? | 12:19:51 AM |

| | | |
|-----------------|---|-------------|
| | Are we still connected here? | 12:21:03 AM |
| Jennifer Rogers | yes sorry | 12:21:24 AM |
| | i was talking to her but the multi file access is not something we would want. I think she was somehow stuck in Windmill from a previous login because she showed she was logged into a different file. | 12:21:47 AM |
| | But I was able to log out of Kent City and into Windmill on her computer. I'm trying to log in to Windmill on mine now. | 12:22:13 AM |
| | ok i'm in. | 12:22:43 AM |
| | Thank you! | 12:22:44 AM |
| Sanyam Madan | Is there anything else I may help you with ? | 12:22:52 AM |
| | Are we still connected here? | 12:24:21 AM |
| | Are we still connected here? | 12:26:21 AM |
| | Are we still connected here? | 12:28:39 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. | 12:29:13 AM |
| | <i>Sanyam Madan has ended this chat session</i> | 12:29:18 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Aug, 12:05:32 AM

#80870 Stephen Stull

Email: ddarrigo@stullcpa.com 18176610095

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: 58 Secs

City: LANUS ESTE

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Chat Duration : 23 Mins 28 Secs

| | | |
|---------------|--|---------------------|
| Stephen Stull | Hello, I am your Acebuddy | 27 Aug, 12:05:33 AM |
| Acebuddy | Hello Ddarrigo, I'm your Ace Buddy. I'll be happy to assist you! | 12:05:34 AM |
| | Whom Would You Like to Connect With? | 12:05:34 AM |
| Stephen Stull | Technical Support (QB & App Hosting) | 12:05:38 AM |
| Acebuddy | Welcome to Ace Support. | 12:05:39 AM |
| | Please chose an option : | 12:05:39 AM |
| Stephen Stull | I'd like to report an Issue | 12:06:02 AM |
| Acebuddy | Please select an option! | 12:06:02 AM |
| Stephen Stull | Password Reset | 12:06:41 AM |
| Acebuddy | Please select an option below | 12:06:41 AM |
| Stephen Stull | Setback | 12:06:47 AM |
| Acebuddy | Please select an option! | 12:06:47 AM |
| Stephen Stull | Other Issue | 12:06:51 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:06:51 AM |
| Stephen Stull | a user can't access the remote server | 12:07:13 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:07:13 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:07:14 AM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 12:07:29 AM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 12:07:34 AM |
| | Hello , how are you doing | 12:07:41 AM |
| Stephen Stull | Hi! I'm fine thanks, how about you? | 12:08:18 AM |
| Sanyam Madan | I am good as well | 12:08:29 AM |
| | I will be surely assisting you with this. Kindly help me with the username of the user who is having trouble accessing the server | 12:08:58 AM |
| Stephen Stull | Ariel.A@myrealdatal.net | 12:09:34 AM |
| Sanyam Madan | Kindly allow me two minutes to check the same. | 12:09:42 AM |
| Stephen Stull | No worries | 12:10:12 AM |
| Sanyam Madan | To assist Ariel Allen with the server accessibility issue, I will need remote access to his local computer in order to troubleshoot and resolve the problem. | 12:11:42 AM |
| Stephen Stull | Go ahead | 12:12:39 AM |
| Sanyam Madan | | |

| | | |
|---------------|--|-------------|
| | https://assist.acecloudhosting.com/join/1522595678 | 12:13:09 AM |
| | Please share this link with him and ask him to paste it in the browser of the local computer | 12:13:36 AM |
| Stephen Stull | On sec | 12:13:48 AM |
| Sanyam Madan | Also, can you please tell him to close any important document at his end | 12:14:07 AM |
| Stephen Stull | Sure | 12:14:26 AM |
| 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. | 12:14:55 AM |
| | Damian, we will need to reset Arial password and for this we will need an authorization email from you to proceed further as per our policy | 12:18:54 AM |
| Stephen Stull | Done | 12:22:40 AM |
| Sanyam Madan | Damian | 12:27:59 AM |
| | Arial issue has been successfully resolved | 12:28:11 AM |
| | Is there anything else I may help you with ? | 12:28:39 AM |
| Stephen Stull | Thank you | 12:28:42 AM |
| | No | 12:28:44 AM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 12:28:56 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:28:59 AM |
| | <i>Sanyam Madan has ended this chat session</i> | 12:29:01 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Aug, 2:39:53 AM

#80282 Larry

Email: larrymiller75368@gmail.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: COLLEGEVILLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 59 Secs

| | | |
|----------|--|-------------------|
| Larry | Hello, I am your Acebuddy | 8 Aug, 2:39:54 AM |
| Acebuddy | Hello Larry, I'm your Ace Buddy. I'll be happy to assist you! | 2:39:55 AM |
| | Whom Would You Like to Connect With? | 2:39:55 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. | 3:10:54 AM |
| | <i>Ended due to chat idle timeout</i> | 3:10:54 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 9:16:53 PM

#80409 Sheila Dressman

Email: sheila@kleweno.com ☎ 18165313968

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: WAUKESHA

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 1 Sec

Sheila Dressman Hello, I am your Acebuddy

12 Aug, 9:16:54 PM

| | | |
|-----------------|---|------------|
| Acebuddy | Hello Sheila Dressman, I'm your Ace Buddy. I'll be happy to assist you! | 9:16:55 PM |
| | Whom Would You Like to Connect With? | 9:16:55 PM |
| Sheila Dressman | Technical Support (QB & App Hosting) | 9:17:04 PM |
| Acebuddy | Welcome to Ace Support. | 9:17:04 PM |
| | Please chose an option : | 9:17:04 PM |
| Sheila Dressman | I'd like to raise a Request | 9:17:16 PM |
| Acebuddy | Please select your request type. | 9:17:16 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 9:47:56 PM |
| | <i>Ended due to chat idle timeout</i> | 9:47:56 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Aug, 10:12:25 PM

#81028 Adeel Zafar

Email: adeel@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: NORTH CANTON

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 50 Secs

| | | |
|-------------|---|---------------------|
| Adeel Zafar | Hello, I am your Acebuddy | 31 Aug, 10:12:25 PM |
| Acebuddy | Hello Adeel Zafar, I'm your Ace Buddy. I'll be happy to assist you! | 10:12:26 PM |

| | | |
|----------------|---|-------------|
| | Whom Would You Like to Connect With? | 10:12:26 PM |
| Adeel Zafar | Technical Support (QB & App Hosting) | 10:12:37 PM |
| Acebuddy | Welcome to Ace Support. | 10:12:37 PM |
| | Please chose an option : | 10:12:37 PM |
| Adeel Zafar | I'd like to report an Issue | 10:12:45 PM |
| Acebuddy | Please select an option! | 10:12:45 PM |
| Adeel Zafar | Other Issue | 10:12:52 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:12:52 PM |
| Adeel Zafar | Remote Connection to my server is not working | 10:13:09 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:13:10 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:13:10 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 10:13:47 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 10:13:49 PM |
| | Hello Adeel | 10:13:58 PM |
| Adeel Zafar | Thanks, Hello | 10:14:06 PM |
| Shashwat Verma | I will surely help you with this issue. | 10:14:11 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? | 10:14:17 PM |
| Adeel Zafar | Hello, This ticket id will help Ticket ID: 748537 | 10:14:45 PM |
| Shashwat Verma | Kindly allow me two minutes to check the same. | 10:15:02 PM |
| Adeel Zafar | Vikrant Arya one of your colleague was trying to setup a unique DNS on my computer to access my RDP | 10:15:31 PM |
| Shashwat Verma | Yes, we have checked your DNS setup is scheduled on Tuesday, 11:00 AM EST on callback | 10:17:35 PM |
| Adeel Zafar | Ok what number shoudl i call back | 10:18:01 PM |
| Shashwat Verma | We'll call you from our side | 10:18:27 PM |
| | Just in case you can connect to 1-888-415-5240 | 10:18:39 PM |
| Adeel Zafar | OK please use my cell phone 703-853-8414 | 10:18:49 PM |
| Shashwat Verma | Perfect, will update that | 10:18:56 PM |
| Adeel Zafar | Thanks have a great day | 10:19:05 PM |
| Shashwat Verma | You too | 10:19:08 PM |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 10:19:11 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:19:13 PM |
| | <i>Shashwat Verma has ended this chat session</i> | 10:19:16 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Aug, 9:25:52 PM

#80772 Ganesh

Email: infocothenassociates@gmail.com ☎ +91 8447018372

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: 1 Min

City: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 19 Mins 45 Secs

| | | |
|----------|--|--------------------|
| Ganesh | Hello, I am your Acebuddy | 22 Aug, 9:25:53 PM |
| Acebuddy | Hello Infocothenassociates, I'm your Ace Buddy. I'll be happy to assist you! | 9:25:54 PM |
| | Whom Would You Like to Connect With? | 9:25:54 PM |
| Ganesh | Technical Support (QB & App Hosting) | 9:25:58 PM |
| Acebuddy | Welcome to Ace Support. | 9:25:58 PM |
| | Please chose an option : | 9:25:58 PM |
| Ganesh | I'd like to report an Issue | 9:26:14 PM |
| Acebuddy | Please select an option! | 9:26:14 PM |
| Ganesh | Other Issue | 9:26:22 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:26:22 PM |
| Ganesh | plz close the qb on my server | 9:26:55 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:26:56 PM |

| | | |
|---------------------|--|------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:26:56 PM |
| | <i>Ankit declined the transfer request.</i> | 9:27:00 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 9:27:06 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 9:27:16 PM |
| Ganesh | iam from CohenAssociates.myreldata.net | 9:27:22 PM |
| | user BK1 | 9:27:32 PM |
| | plz close the qb on that user | 9:27:44 PM |
| Vikas Singh Chauhan | I will be surely assisting you with this. | 9:28:10 PM |
| | Kindly allow me 3-4 minutes to check the same on server. | 9:28:28 PM |
| Ganesh | ok | 9:28:33 PM |
| | and also restart all users on CohenAssociates.myreldata.net | 9:28:56 PM |
| | plz msg them plz close the server | 9:29:31 PM |
| Vikas Singh Chauhan | You mean, you want to logoff all users on the server from our end ? | 9:29:54 PM |
| Ganesh | yes, p[lz | 9:30:04 PM |
| Vikas Singh Chauhan | Okay | 9:31:52 PM |
| Ganesh | and restart, b'coz its very slow | 9:32:16 PM |
| Vikas Singh Chauhan | Sure, allow me 3 minutes, just connected to server and sending a message to all users. | 9:32:57 PM |
| Ganesh | thankmu | 9:33:06 PM |
| | thank you | 9:33:14 PM |
| Vikas Singh Chauhan | I have sent the message on the server to all users. Shall I wait for all users to disconnect/logoff or restart after 2 minutes ? | 9:35:38 PM |
| Ganesh | ok | 9:36:42 PM |
| Vikas Singh Chauhan | I still see Alex and BK7 on the server, do you want me to wait ? | 9:37:32 PM |
| Ganesh | plz force shrt down that | 9:39:27 PM |
| Vikas Singh Chauhan | Sure | 9:40:57 PM |
| | Server is successfully rebooted and it is back online now. | 9:42:29 PM |
| Ganesh | thank u sir | 9:43:49 PM |
| Vikas Singh Chauhan | No worries. | 9:44:07 PM |
| | Is there anything else I may help you with ? | 9:44:12 PM |
| Ganesh | now its working thank u | 9:45:00 PM |
| | bye | 9:45:01 PM |
| Vikas Singh Chauhan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this | |

9:45:11 PM

chat.

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

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

9:45:29 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/>)

Vikas Singh Chauhan has ended this chat session

9:45:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 7:27:52 PM

#80663 Robert Manjoney

Email: administrator@thelakeclub.org 12036851068

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: SANDY HOOK

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 28 Secs

| | | |
|-----------------|---|--------------------|
| Robert Manjoney | Hello, I am your Acebuddy | 19 Aug, 7:27:53 PM |
| Acebuddy | Hello Robert Manjoney, I'm your Ace Buddy. I'll be happy to assist you! | 7:27:54 PM |
| | Whom Would You Like to Connect With? | 7:27:54 PM |

| | | |
|-----------------|--|------------|
| Robert Manjoney | Technical Support (QB & App Hosting) | 7:28:03 PM |
| Acebuddy | Welcome to Ace Support. | 7:28:03 PM |
| | Please chose an option : | 7:28:03 PM |
| Robert Manjoney | I'd like to raise a Request | 7:28:09 PM |
| Acebuddy | Please select your request type. | 7:28:09 PM |
| Robert Manjoney | Other Request | 7:29:30 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:29:30 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:29:30 PM |
| Robert Manjoney | No, That'll be all! | 8:04:22 PM |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! | 8:04:22 PM |
| | <i>Acebuddy has ended this chat session</i> | 8:04:22 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Aug, 11:20:33 PM

#80819 Katie Brock

Email: katie@tridentcpa.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: 17 Secs

City: GORDON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 58 Secs

| | | |
|---------------------|---|---------------------|
| Katie Brock | Hello, I am your Acebuddy | 25 Aug, 11:20:34 PM |
| Acebuddy | Hello Katie Brock, I'm your Ace Buddy. I'll be happy to assist you! | 11:20:35 PM |
| | Whom Would You Like to Connect With? | 11:20:35 PM |
| Katie Brock | Technical Support (QB & App Hosting) | 11:20:38 PM |
| Acebuddy | Welcome to Ace Support. | 11:20:38 PM |
| | Please chose an option : | 11:20:38 PM |
| Katie Brock | I'd like to report an Issue | 11:20:43 PM |
| Acebuddy | Please select an option! | 11:20:43 PM |
| Katie Brock | Other Issue | 11:20:50 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:20:50 PM |
| | <i>11:21:07 PM Katie Brock is sharing a file with you image.png - (Size:159.51 KB)</i> | 11:21:07 PM |
| | <i>I get this error message when I try to connect</i> | |
| Katie Brock | It is working now after several tries. Thank you. | 11:26:03 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:26:04 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:26:04 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 11:26:09 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 11:26:26 PM |
| | Is this issue resolved ? | 11:27:14 PM |
| | Are we still connected here? | 11:28:15 PM |
| | Are we still connected here? | 11:30:05 PM |
| | Are we still connected here? | 11:31:02 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 11:31:31 PM |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 11:31:33 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 8:16:51 PM

#80669 Cheryl A. Cooper

Email: physcoop@live.ca ☎ 613-826-1662

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 54 Secs

| | | |
|------------------|---|--------------------|
| Cheryl A. Cooper | Hello, I am your Acebuddy | 19 Aug, 8:16:52 PM |
| Acebuddy | Hello Cheryl A Cooper, I'm your Ace Buddy. I'll be happy to assist you! | 8:16:53 PM |
| | Whom Would You Like to Connect With? | 8:16:53 PM |
| Cheryl A. Cooper | Technical Support (QB & App Hosting) | 8:17:00 PM |
| Acebuddy | Welcome to Ace Support. | 8:17:00 PM |
| | Please chose an option : | 8:17:00 PM |
| Cheryl A. Cooper | I'd like to raise a Request | 8:17:09 PM |
| Acebuddy | Please select your request type. | 8:17:09 PM |
| Cheryl A. Cooper | Setup Ace Server | 8:17:15 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 8:17:15 PM |
| Cheryl A. Cooper | Microsoft Windows | 8:17:21 PM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 8:17:21 PM |
| | Do you need any further assistance on the topic? | 8:17:21 PM |
| Cheryl A. Cooper | Yes | 8:17:27 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 8:17:27 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:17:27 PM |
| Cheryl A. Cooper | I need to know what to enter in the step "Enter your Ace Cloud Servername | 8:18:05 PM |

| | | |
|------------------|---|------------|
| | Would it be cpclinic.myrealdta.ne | 8:18:25 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 8:18:29 PM |
| | Currently downloading the Ace Connect App | 8:18:51 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 8:18:52 PM |
| Cheryl A. Cooper | Great I have entered my questions above | 8:19:52 PM |
| Shubham Maurya | Yes Cheryl, this is your server name please enter it while connecting CPClinic.myrealdta.net | 8:20:58 PM |
| Cheryl A. Cooper | perfect thanks | 8:21:37 PM |
| | Assuming this new Ace Connect will replace our previous icon for logio | 8:22:17 PM |
| | login | 8:22:22 PM |
| Shubham Maurya | Your most welcome, Please check are you able to connect so that we can help in real time in case if you face any issue. | 8:22:45 PM |
| Cheryl A. Cooper | Connecting....standby | 8:23:08 PM |
| Shubham Maurya | That will not replace old RDP file, but you can keep both on desktop if you want. | 8:23:35 PM |
| Cheryl A. Cooper | But it will perform the same function right? | 8:24:02 PM |
| | What do I do if I entered the wrong password? Can I go back and change it? | 8:26:36 PM |
| Shubham Maurya | Yes both will perform same functions, its just that Ace Connect App is much more reliable as it will automatically switch the server for better speed and low latenc. Old RDP will give you feasibility in case if you want to make any changes in configuration. | 8:26:39 PM |
| | Yes you can change all the settings anytime. | 8:27:07 PM |
| Cheryl A. Cooper | I am trying to connect but I think I may have entered an old password | 8:27:33 PM |
| Shubham Maurya | https://vision.acecloudhosting.com/ | 8:30:53 PM |
| | Do you have this link to get all the steps in details? | |
| Cheryl A. Cooper | All good I am connected. Thanks or your help | 8:30:58 PM |
| Shubham Maurya | https://vision.acecloudhosting.com/ That's great Cheryl, You can follow Video Tutorial or Give Instructions over notes from the above link. (Edited) | 8:32:30 PM |
| | Is there anything else I may help you with ? | 8:32:32 PM |
| | Are we still connected here? | 8:34:50 PM |
| | Are we still connected here? | 8:35:09 PM |
| | Are we still connected here? | 8:36:40 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 8:37:07 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 8:37:46 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 1:17:57 AM

#80021 Desiriah Mabray

Email: caoffice@elevators.com 9169333550

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: 24 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 17 Secs

| | | |
|-----------------|---|-------------------|
| Desiriah Mabray | Hello, I am your Acebuddy | 1 Aug, 1:17:58 AM |
| Acebuddy | Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you! | 1:17:59 AM |
| | Whom Would You Like to Connect With? | 1:17:59 AM |
| Desiriah Mabray | Technical Support (QB & App Hosting) | 1:18:07 AM |
| Acebuddy | Welcome to Ace Support. | 1:18:07 AM |
| | Please chose an option : | 1:18:07 AM |
| Desiriah Mabray | I'd like to raise a Request | 1:18:13 AM |
| Acebuddy | Please select your request type. | 1:18:13 AM |
| Desiriah Mabray | Setup Ace Server | 1:18:18 AM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 1:18:18 AM |
| Desiriah Mabray | Microsoft Windows | 1:18:26 AM |
| Acebuddy | | |

| | | |
|--------------------|--|------------|
| | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 1:18:26 AM |
| | Do you need any further assistance on the topic? | 1:18:26 AM |
| Desiriah Mabray | Yes | 1:19:01 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:19:01 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:19:01 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 1:19:11 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 1:19:16 AM |
| | Hello Desiriah | 1:19:25 AM |
| | How are you doing? | 1:19:34 AM |
| Desiriah Mabray | hello sujeet, i am well. how are you? I need to add server access to a new computer | 1:19:49 AM |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:20:13 AM |
| Desiriah Mabray | martin elevators office | 1:20:37 AM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. | 1:20:54 AM |
| Desiriah Mabray | Office_ME | 1:20:55 AM |
| Sujeet Kumar Suman | Do you need the RDP file for Mac, Windows, or Chromebook? | 1:21:54 AM |
| Desiriah Mabray | winodws | 1:21:59 AM |
| | windows | 1:22:03 AM |
| Sujeet Kumar Suman | You can download the RDP file from link: https://www.acecloudhosting.com/downloads/ | 1:23:11 AM |
| Desiriah Mabray | which one needs to be selected, after i open the link | 1:23:59 AM |
| Sujeet Kumar Suman | May I take remote access of your local computer so that I can assist you more effectively? | 1:24:39 AM |
| Desiriah Mabray | yes | 1:24:53 AM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 1:24:56 AM |
| Desiriah Mabray | all set | 1:25:22 AM |
| Sujeet Kumar Suman | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1612712158 | 1:25:27 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:27:42 AM |
| Desiriah Mabray | all set | 1:37:10 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 1:37:21 AM |
| | Is there anything else I may help you with ? | 1:37:25 AM |
| Desiriah Mabray | no that is all | 1:37:34 AM |

Sujeet Kumar Suman

Thanks for the confirmation !

1:37:48 AM

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

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

Thanks!

1:38:02 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/>)

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

1:38:13 AM

Sujeet Kumar Suman has ended this chat session

1:38:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 3:41:04 PM

#80214 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 43 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 25 Mins 53 Secs

krisika

Hello, I am your Acebuddy

6 Aug, 3:41:06 PM

| | | |
|--------------------|--|------------|
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! | 3:41:07 PM |
| | Whom Would You Like to Connect With? | 3:41:07 PM |
| krisika | Technical Support (QB & App Hosting) | 3:41:11 PM |
| Acebuddy | Welcome to Ace Support. | 3:41:11 PM |
| | Please chose an option : | 3:41:11 PM |
| krisika | I'd like to report an Issue | 3:41:19 PM |
| Acebuddy | Please select an option! | 3:41:19 PM |
| krisika | Other Issue | 3:41:23 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:41:23 PM |
| krisika | Hi | 3:41:54 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:41:55 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:41:55 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 3:42:00 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 3:42:07 PM |
| | Hello Krisika | 3:42:20 PM |
| | How are you doing? | 3:42:28 PM |
| krisika | Quickbook not working in all pc | 3:42:55 PM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 3:43:13 PM |
| | Kindly help me with your server name and user name? | 3:43:23 PM |
| krisika | Priorware.myrealdatal.net | 3:43:56 PM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. | 3:44:19 PM |
| krisika | Ok | 3:44:50 PM |
| Sujeet Kumar Suman | Could you please confirm if you are receiving any error while opening the QuickBooks application? | 3:46:14 PM |
| krisika | Quickbook working very slow | 3:46:53 PM |
| Sujeet Kumar Suman | could you please confirm your user ID? | 3:47:50 PM |
| krisika | Trupalm | 3:49:49 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 3:49:56 PM |
| | Is it working slow only for you, or are other users experiencing the same issue as well? | 3:50:35 PM |
| krisika | Yes, all user same issue | 3:51:13 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 3:51:38 PM |
| | As checked, a ticket has already been opened, and our escalation team is actively working on the issue. They are trying to resolve it as soon as possible. | 3:53:15 PM |

| | | |
|--------------------|---|------------|
| | Once the issue is resolved, you will be notified via email. | |
| | Is there anything else I may help you with ? | 3:53:46 PM |
| krisika | How much time ? | 3:54:22 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 3:58:03 PM |
| | May I take the remote access of your server? | 3:58:13 PM |
| krisika | U can proceed the server reboot | 4:00:27 PM |
| Sujeet Kumar Suman | Sure, but as per our check, the user HKidata01 is currently logged in. | 4:01:01 PM |
| krisika | All user logout | 4:01:42 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 4:02:09 PM |
| | We have rebooted the server from the backend. Once it is back online, we will notify you accordingly. | 4:02:18 PM |
| krisika | Ok | 4:02:43 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 4:03:58 PM |
| | The server is now back online. Kindly try logging into the server and let us know if you are still experiencing the same issue. | 4:04:03 PM |
| krisika | Server reboot done ? | 4:04:35 PM |
| Sujeet Kumar Suman | Yes. | 4:04:46 PM |
| krisika | Ok | 4:05:14 PM |
| | Thank you | 4:05:24 PM |
| Sujeet Kumar Suman | Most welcome Krisika. | 4:05:54 PM |
| krisika | Quickbook working now in all pc | 4:06:09 PM |
| | Thank you | 4:06:11 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 4:06:14 PM |
| | Is there anything else I may help you with ? | 4:06:20 PM |
| krisika | No | 4:06:26 PM |
| | Thank you | 4:06:30 PM |
| Sujeet Kumar Suman | Most welcome. | 4:06:38 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 4:06:46 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/>)

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

4:06:51 PM

Sujeet Kumar Suman has ended this chat session

4:06:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 7:48:06 PM

#80666 Leah Ren

Email: leah.ren@changcpa.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: 10 Mins 11 Secs

City: PORT ORANGE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 43 Secs

| | | |
|----------|--|--------------------|
| Leah Ren | Hello, I am your Acebuddy | 19 Aug, 7:48:07 PM |
| Acebuddy | Hello Leah Ren, I'm your Ace Buddy. I'll be happy to assist you! | 7:48:07 PM |
| | Whom Would You Like to Connect With? | 7:48:07 PM |
| Leah Ren | Technical Support (QB & App Hosting) | 7:48:16 PM |
| Acebuddy | Welcome to Ace Support. | 7:48:16 PM |
| | Please chose an option : | 7:48:16 PM |
| Leah Ren | I'd like to report an Issue | 7:48:23 PM |
| Acebuddy | Please select an option! | 7:48:23 PM |

| | | |
|----------------|--|------------|
| Leah Ren | Other Issue | 7:48:31 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:48:31 PM |
| Leah Ren | We can not connect to our server and couldn't log in with our account info | 7:49:12 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:49:12 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:49:12 PM |
| | <i>Vignesh Arul declined the transfer request.</i> | 7:49:34 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 7:50:12 PM |
| Leah Ren | Hello | 7:50:20 PM |
| Shubham Maurya | Hello Leah | 7:50:33 PM |
| | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 7:50:36 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:50:39 PM |
| Leah Ren | I'm Leah Ren from a CPA firm and our firm is engaged in Lexington Plastic Surgeons as an accountant | 7:51:29 PM |
| Shubham Maurya | Let me transfer you to a specialist who can better address your concern. | 7:51:34 PM |
| Leah Ren | ok | 7:51:43 PM |
| | <i>Shubham Maurya is transferring the chat to Onboarding.</i> | 7:51:51 PM |
| | Hello? | 7:53:07 PM |
| | ??? | 7:56:45 PM |
| Shubham Maurya | Are we still connected here? | 8:21:52 PM |
| | As you are already connected over different chat session so we are disconnecting this chat, please do reach us back in case if needed. | 8:33:38 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:33:44 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 8:33:50 PM |



Chat Transcript

using all my monitors with my connection

#80033 Jacob LaCour**Email:** jacob@expertbookkeeping.net  13372703513**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/account-login/>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 29 Secs**City:** OAK BROOK**State:** Illinois**Country:** UNITED STATES

Chat Duration : 17 Mins 15 Secs

Chat Transcript

| | | |
|--------------|--|-------------------|
| Jacob LaCour | using all my monitors with my connection | 1 Aug, 5:15:29 PM |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. | 5:15:32 PM |
| | Hello Jacob. | 5:15:53 PM |
| | How may I assist you today? | 5:16:01 PM |
| Jacob LaCour | I am trying to get my remote desktop to extend to my 2nd and third monitors. | 5:17:04 PM |
| | <i>Amit is transferring the chat to Support(QB & App Hosting).</i> | 5:17:18 PM |
| | <i>Shivam Singh accepted the chat transfer request.</i> | 5:17:28 PM |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. | 5:17:53 PM |
| | May I remotely access your system to make the required configurations? | 5:19:02 PM |
| Jacob LaCour | yes | 5:19:17 PM |
| Shivam Singh | Thanks for the confirmation ! Prior providing the access, I would suggest you to close any important documents at your end. | 5:20:03 PM |
| Jacob LaCour | done | 5:20:29 PM |
| Shivam Singh | Kindly paste this link in the browser of local computer and join the session. | 5:20:32 PM |
| | https://assist.acecloudhosting.com/join/3502313683 | 5:20:33 PM |
| | https://assist.acecloudhosting.com/join/5482949773 | 5:27:12 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:27:26 PM |
| | Are we still connected here? | 5:28:32 PM |
| | Are we still connected here? | 5:30:15 PM |
| | Are we still connected here? | 5:32:29 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at | |
| | | 5:32:37 PM |

(1-888-415-5240) if any further assistance is required.

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!

5:32:44 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/>)

Shivam Singh has ended this chat session

5:32:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Aug, 3:29:32 AM

#80557 marcello

Email: marcello@prothane.com ☎ 18014201081

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 22 Secs

City: CENTERVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 4 Mins

| | | |
|----------|--|--------------------|
| marcello | Hello, I am your Acebuddy | 16 Aug, 3:29:33 AM |
| Acebuddy | Hello Marcello Leandro, I'm your Ace Buddy. I'll be happy to assist you! | 3:29:34 AM |
| | Whom Would You Like to Connect With? | 3:29:34 AM |

| | | |
|----------------|---|------------|
| marcello | Technical Support (QB & App Hosting) | 3:30:44 AM |
| Acebuddy | Welcome to Ace Support. | 3:30:44 AM |
| | Please chose an option : | 3:30:44 AM |
| marcello | I'd like to report an Issue | 3:32:30 AM |
| Acebuddy | Please select an option! | 3:32:30 AM |
| marcello | Other Issue | 3:32:35 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:32:35 AM |
| marcello | Remote Desktop issue | 3:33:14 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:33:15 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:33:15 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 3:33:53 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 3:33:59 AM |
| marcello | Hi Anjainay. I have a couple of issues with my remote desktop | 3:34:54 AM |
| Anjainay Singh | I understand you concern and challenges you are facing due to it. | 3:35:28 AM |
| | Could you please confirm since when you are facing this issue? | 3:35:42 AM |
| marcello | The fist issue is when i use the windows remote desktop app it doesnt save the log in | 3:36:53 AM |
| Anjainay Singh | I got your issue and I will surely assist you with resolving this issue. | 3:37:43 AM |
| marcello | Great | 3:37:55 AM |
| Anjainay Singh | Could you please confirm whether you are trying to access the server on Mac? | 3:38:10 AM |
| marcello | Windows | 3:38:33 AM |
| Anjainay Singh | Thankyou for your confirmation. | 3:39:14 AM |
| | May I take the remote access of your local computer? | 3:39:18 AM |
| marcello | Yes | 3:39:49 AM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 3:40:19 AM |
| | https://assist.acecloudhosting.com/join/7482075561 | 3:41:05 AM |
| marcello | okay | 3:41:06 AM |
| Anjainay Singh | Please copy shared URL in your browser. | 3:41:24 AM |
| | Please download the remote.exe file. | 3:41:47 AM |
| | Please go to download folder and click on Downloaded file and select accept and continue so that I can access your local machine. | 3:42:35 AM |
| marcello | I have the file downloaded | 3:43:03 AM |
| Anjainay Singh | We are connected remotely now. | 3:43:21 AM |

| | | |
|----------------|---|------------|
| marcello | LEt me explain to you | 3:44:24 AM |
| Anjainay Singh | Please stay connected | 4:02:17 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 4:34:29 AM |
| | <i>Ended due to chat idle timeout</i> | 4:34:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Aug, 8:57:59 PM

#80620 SB Baras

Email: sbbaras@proton.me

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: 53 Secs

City: TIRA

State: Hamerkaz

Country: ISRAEL

Chat Transcript Chat Duration : 9 Mins 53 Secs

| | | |
|----------|--|--------------------|
| SB Baras | Hello, I am your Acebuddy | 18 Aug, 8:58:00 PM |
| Acebuddy | Hello Shaina Baras, I'm your Ace Buddy. I'll be happy to assist you! | 8:58:01 PM |
| | Whom Would You Like to Connect With? | 8:58:01 PM |
| SB Baras | Technical Support (QB & App Hosting) | 8:58:07 PM |
| Acebuddy | Welcome to Ace Support. | 8:58:07 PM |
| | Please chose an option : | 8:58:07 PM |
| SB Baras | I'd like to report an Issue | 8:58:13 PM |

| | | |
|------------|---|------------|
| Acebuddy | Please select an option! | 8:58:13 PM |
| SB Baras | QuickBooks Issue | 8:58:21 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:58:21 PM |
| SB Baras | QuickBooks is Frozen | 8:58:26 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 8:58:26 PM |
| | Was that helpful? | 8:58:26 PM |
| SB Baras | No | 8:58:40 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 8:58:40 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:58:40 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 8:58:48 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 8:58:52 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:59:06 PM |
| SB Baras | when i log into the cloud everything is slow, also logging in takes a really long time. my compter is fine with everything else | 8:59:11 PM |
| | my user name is shaina baras | 8:59:32 PM |
| Yash Kalra | Okay Shaina, please don't worry we will surely resolve this issue. Kindly help me with your server name as well? | 9:00:53 PM |
| | Kindly confirm if your account name is: Devorah L Baras CPA. | 9:02:23 PM |
| | Are we still connected here? | 9:03:28 PM |
| | Are we still connected here? | 9:05:09 PM |
| | Are we still connected here? | 9:07:46 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. | 9:07:51 PM |
| | <i>Yash Kalra has ended this chat session</i> | 9:07:54 PM |



Chat Transcript

Hello, I am your Acebuddy

#80349 Jay Thakor

Email: jay@hfcpllc.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 1 Sec

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 27 Mins 45 Secs

Chat Transcript

| | | |
|------------|--|--------------------|
| Jay Thakor | Hello, I am your Acebuddy | 11 Aug, 4:05:12 PM |
| Acebuddy | Hello Jay, I'm your Ace Buddy. I'll be happy to assist you! | 4:05:13 PM |
| | Whom Would You Like to Connect With? | 4:05:13 PM |
| Jay Thakor | Technical Support (QB & App Hosting) | 4:05:16 PM |
| Acebuddy | Welcome to Ace Support. | 4:05:16 PM |
| | Please chose an option : | 4:05:16 PM |
| Jay Thakor | I'd like to raise a Request | 4:05:23 PM |
| Acebuddy | Please select your request type. | 4:05:23 PM |
| Jay Thakor | Other Request | 4:05:32 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. | 4:05:32 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 4:05:32 PM |
| Jay Thakor | Restart | 4:05:41 PM |
| Acebuddy | Hello Jay, I'm your Ace Buddy. I'll be happy to assist you! | 4:05:41 PM |
| | Whom Would You Like to Connect With? | 4:05:41 PM |
| Jay Thakor | Technical Support (QB & App Hosting) | 4:05:46 PM |
| Acebuddy | Welcome to Ace Support. | 4:05:46 PM |
| | Please chose an option : | 4:05:46 PM |
| Jay Thakor | I'd like to report an Issue | 4:05:51 PM |
| Acebuddy | Please select an option! | 4:05:51 PM |
| Jay Thakor | QuickBooks Issue | 4:05:56 PM |

| | | |
|----------------|--|------------|
| Acebuddy | What type of QuickBooks Issue are you facing? | 4:05:56 PM |
| Jay Thakor | Other QB related issue | 4:06:00 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:06:00 PM |
| Jay Thakor | I need windows Administrator Password. This is happening on every 15 days. Please help me to resolve this issue on permanent basis. | 4:06:58 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:06:59 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:06:59 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 4:07:02 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 4:07:18 PM |
| | <i>4:07:23 PM Jay Thakor is sharing a file with you image.png - (Size:37.05 KB)</i> | 4:07:23 PM |
| | <i>Issue</i> | |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 4:07:50 PM |
| Jay Thakor | I am unable to open the QB file, it's showing me above error. | 4:07:53 PM |
| Shubham Maurya | is it just you or others are also unable to open the company files | 4:08:31 PM |
| | also, is it just with one company file? | 4:08:45 PM |
| Jay Thakor | Server : HFCPA.myrealdatal.net User : Jay Thakor | 4:09:06 PM |
| | It's showing in each and every file | 4:09:20 PM |
| | I am unsure about this, but mostly I am facing the issue. | 4:09:43 PM |
| Shubham Maurya | Thanks for sharing details jay. | 4:10:14 PM |
| | Kindly allow me two minutes to check the same. | 4:10:18 PM |
| Jay Thakor | Sure, Thank you! | 4:10:28 PM |
| | User : Jay@hfcpallc.com | 4:11:07 PM |
| Shubham Maurya | Which version of QB you are using like 2019 or 2020 like that? | 4:11:42 PM |
| Jay Thakor | QB Premier 2024 | 4:12:07 PM |
| Shubham Maurya | Thanks for the patience Jay, We can see few QB updates are pending so we request you to please close the QB application for a while as we are making few changes from backend. | 4:14:14 PM |
| | Once done we will let you know to check again. | 4:14:23 PM |
| Jay Thakor | Ok, I closed it. | 4:14:48 PM |
| | You can now update it. | 4:14:59 PM |
| Shubham Maurya | Thank you, we are still working on it, it's 50% completed please hold on. | 4:20:03 PM |
| Jay Thakor | Ok | 4:20:24 PM |
| Shubham Maurya | | 4:27:39 PM |

| | | |
|----------------|---|------------|
| | Alright, thank you for the patience Jay, please check the application if it's working for you now? | |
| Jay Thakor | checking | 4:27:49 PM |
| | It's working. | 4:28:25 PM |
| | After every 15 days this is happening so do we have any permanent solution? | 4:28:54 PM |
| Shubham Maurya | Thank you for confirming Jay that it's working for you now, We will keep this ticket under observation and escalate it to senior team to check the exact root cause of this reoccurring error message as you mentioned. | 4:31:12 PM |
| | You will received the ticket number over the mail after this chat so that you can take follow up for this issue. | 4:31:41 PM |
| Jay Thakor | Ok, That should be great Shubham! | 4:31:51 PM |
| | Thank you so much! | 4:32:06 PM |
| Shubham Maurya | We do appreciate your understanding on this! | 4:32:14 PM |
| | Is there anything else I may help you with ? | 4:32:20 PM |
| Jay Thakor | No, everything is good | 4:32:31 PM |
| | Thanks | 4:32:33 PM |
| | Have a great day! | 4:32:38 PM |
| Shubham Maurya | Your are most welcome Jay. | 4:32:43 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 4:32:47 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/) | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:32:51 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 4:32:57 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 9:05:48 PM

#80050 jlevy

Email: jlevy@sitemetric.com

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: 42 Secs

City: WESTFORD

State: Massachusetts

Country: UNITED STATES

Chat Duration : 22 Mins 10 Secs

Chat Transcript

| | | |
|-----------------|--|-------------------|
| jlevy | Hello, I am your Acebuddy | 1 Aug, 9:05:49 PM |
| Acebuddy | Hello Jlevy, I'm your Ace Buddy. I'll be happy to assist you! | 9:05:50 PM |
| | Whom Would You Like to Connect With? | 9:05:50 PM |
| jlevy | Technical Support (QB & App Hosting) | 9:05:54 PM |
| Acebuddy | Welcome to Ace Support. | 9:05:54 PM |
| | Please chose an option : | 9:05:54 PM |
| jlevy | I'd like to report an Issue | 9:06:00 PM |
| Acebuddy | Please select an option! | 9:06:00 PM |
| jlevy | Other Issue | 9:06:07 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:06:07 PM |
| jlevy | Remote desktop connection issue | 9:06:15 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:06:16 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:06:16 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 9:06:26 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 9:06:36 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:06:58 PM |
| jlevy | Sitemetric_User_05 1. Remote Desktop Login Username: myrealdata\Sitemetric_User_05 Password: k2E7Ub1Nh# 2. QuickBooks login information: Username: Sitemetric_User_05 | 9:07:42 PM |

| | | |
|-----------------|--|------------|
| | Password: Admin14 | |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 9:08:48 PM |
| jlevy | Sure thanks | 9:09:13 PM |
| Ashutosh Mishra | Is this the first time you are facing this issue? | 9:11:49 PM |
| jlevy | Yes, I just had the remote connection installed on my new laptop this week and it's the first time I'm trying to access it since then | 9:12:14 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 9:12:47 PM |
| | May I take the remote access of your local computer? | 9:12:54 PM |
| jlevy | Yes | 9:13:05 PM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 9:13:15 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:13:32 PM |
| | https://assist.acecloudhosting.com/join/4542857164 | 9:13:35 PM |
| | Please also accept all the prompts. | 9:15:51 PM |
| | Are we still connected here? | 9:17:33 PM |
| | Are we still connected here? | 9:19:13 PM |
| | Are we still connected here? | 9:21:03 PM |
| jlevy | Sorry I'm here | 9:21:14 PM |
| Ashutosh Mishra | Yes now 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. | 9:21:34 PM |
| | As per discussion over the remote session, The issue is resolved by saving correct gateway settings in the RDP. | 9:27:29 PM |
| jlevy | Confirmed | 9:27:43 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 9:27:47 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 9:27:52 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 9:27:56 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/) | |

Ashutosh Mishra has ended this chat session

9:28:00 PM

