

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74336 Jim.tuton
Email: jim.tuton@nexfazeco.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: SCOTTSDALE
State: Arizona
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#73615 Yvette Guillory
Email: bookkeeper@presidiodoors.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: SAN ANTONIO
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Yvette Guillory | Hello, I am your Acebuddy |
| Acebuddy | Hello Yvette Guillory, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Yvette Guillory | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Yvette Guillory | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Yvette Guillory | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Yvette Guillory | I can not log in to remote desktop. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Shubham Yadav has not responded for the transfer request. | |
| Chat request was not picked up by the operators | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74612 okaganova
Email: okaganova@fpdsolutions.com 📞 15032721036
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: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript

| | |
|-----------|--|
| okaganova | Hello, I am your Acebuddy |
| Acebuddy | Hello Okaganova, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| okaganova | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| okaganova | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| okaganova | Change in Applications |
| Acebuddy | Please select your desired option! |
| okaganova | Application Replacement |
| Acebuddy | To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of th |
| | Additionally, please provide us with the name and version of the new application along with any license details that may l |

| | |
|--------------------------------|--|
| | We request you to download the setup file for the new application from its respective website or portal and save it on you |
| | Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the in |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| Ended due to chat idle timeout | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74037 sharath.kumar

Email: sharath.kumar@myrealddata.in

Department: Support(QB & App Hosting)

Operator: Gaurava Tyagi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

| | |
|---------------|---|
| sharath.kumar | Hello, I am your Acebuddy |
| Acebuddy | Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| sharath.kumar | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| sharath.kumar | |

| | |
|---|--|
| | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| sharath.kumar | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| sharath.kumar | test2 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Gaurava Tyagi accepted the chat transfer request. | |
| Gaurava Tyagi | test |
| sharath.kumar | Hi Test |
| sharath.kumar has ended this chat session | |



Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74064 kyla
Email: kyla@humblebrands.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Mins 7 Secs
City: RANCHOS DE TAOS
State: New Mexico
Country: UNITED STATES

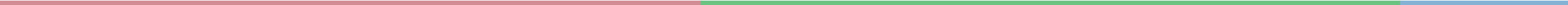
Chat Transcript

| | |
|------|---------------------------|
| kyla | Hello, I am your Acebuddy |
|------|---------------------------|

| | |
|---------------|---|
| Acebuddy | Hello Kyla Hortareas, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| kyla | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| kyla | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| kyla | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| kyla | MacOS |
| Acebuddy | Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer. |
| | Do you need any further assistance on the topic? |
| kyla | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Vignesh Arul accepted the chat transfer request.</i> |
| | <i>Vignesh Arul is transferring the chat to Anurag Sharma.</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Kyla |
| kyla | Hi there - we are having an issue with remote connecting. |
| | We put in all the credentials and it seems to not be connecting. |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| kyla | HumbleBrandsInc.myrealddata.net |
| | Kyla.H@myrealddata.net |
| Anurag Sharma | Thanks for the confirmation ! |
| | Kindly allow me 5-6 minutes to check the same. |
| kyla | Thank you! |
| Anurag Sharma | Thank you for your patience. |
| | May I take the remote access of your local computer? |
| kyla | Yes please! |

| | |
|---------------|---|
| | Thank you! |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/9132527878 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat. |
| kyla | Confirmed |
| Anurag Sharma | Please stay connected |
| | The issue seems to be resolved now. |
| | Is there anything else I may help you with ? |
| kyla | I think we got it all! Thanks so much |
| Anurag Sharma | Thank you so much Kyla for such a wonderful remote session. (Edited) |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Anurag Sharma has ended this chat session



Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74241 Chad Harlow
Email: chad@mobile-maintenance.com 📞 113252126924
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: GEORGE TOWN

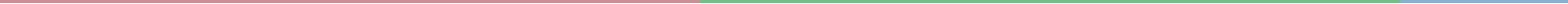
State: Cayman Islands

Country: CAYMAN ISLANDS

Chat Transcript

| | |
|-------------|--|
| Chad Harlow | Hello, I am your Acebuddy |
| Acebuddy | Hello Chad Harlow, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Chad Harlow | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Chad Harlow | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Chad Harlow | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| Chad Harlow | Microsoft Windows |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P |
| | Do you need any further assistance on the topic? |
| Chad Harlow | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session



Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74266 Chetan Dogra

Email: dogracpa@gmail.com 📞 16464779369

Department: Suppport(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: PLAINSBORO

State: New Jersey

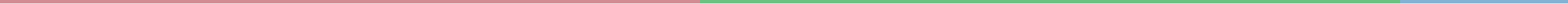
Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| Chetan Dogra | Hello, I am your Acebuddy |
| Acebuddy | Hello Chetan Dogra, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Chetan Dogra | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Chetan Dogra | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Chetan Dogra | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Chetan Dogra | Can't access cloud |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Shashwat Verma accepted the chat transfer request. | |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| Chetan Dogra | I am getting the message: As a security precaution - the user account has been lock. |
| Shashwat Verma | Hello Chetan |
| | I will surely help you with this issue. |
| Chetan Dogra | Man, I have tax deadline today. |
| Shashwat Verma | Sure |

| | |
|----------------|---|
| | Kindly allow me two minutes to check the same. |
| Chetan Dogra | I cant afford the interruption of serv ices. The company name is DOGRA CPA LLC |
| | user: cdogra |
| Shashwat Verma | User get locked, when you attempt to login with wrong password, let me unlock for you. |
| Chetan Dogra | please call me at 646.4773.9369 to assist asap. |
| | Its working now. |
| | thanks! |
| Shashwat Verma | Okay |
| Chetan Dogra | what happened ? |
| Shashwat Verma | We have just unlock the user as per your email request. |
| | Is there anything else I may help you with ? |
| Chetan Dogra | thanks. |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session



Chat Transcri

Hello, I am your Acebud

Visitor Details

#74751 ROBERT EIERMAN
Email: robert@enscompany.com 📞 718-835-1978
Department: Support(QB & App Hosting)
Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: CUTCHOGUE

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| ROBERT EIERMAN | Hello, I am your Acebuddy |
| Acebuddy | Hello Robert Eierman, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| ROBERT EIERMAN | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ROBERT EIERMAN | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ROBERT EIERMAN | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| ROBERT EIERMAN | ULTRA TAX |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| ROBERT EIERMAN | Hi. My name is Robert Eierman, My account is ESAssocInc |
| | username RobertE |
| | I am having trouble logging into my Ultra tax on my server |
| Anjainay Singh | Please allow me two minutes so that I can look into the issue |
| ROBERT EIERMAN | sorry. we fixed it |
| | thanks anyway |
| Anjainay Singh | It great to hear that your issue has been resolved |
| ROBERT EIERMAN | bye |
| Anjainay Singh | Have a great day robert |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73546 justin carpenter
Email: jcarpenter1906@gmail.com 📞 14432203368
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 29 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

| | |
|------------------|--|
| justin carpenter | Hello, I am your Acebuddy |
| Acebuddy | Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| justin carpenter | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| justin carpenter | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| justin carpenter | Password Reset |
| Acebuddy | Please select an option below |
| justin carpenter | |

| | |
|------------------|--|
| | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. |
| | Do you need any further assistance on the topic? |
| justin carpenter | Setback |
| Acebuddy | Please select an option below |
| justin carpenter | Setback |
| Acebuddy | Please select your request type. |
| justin carpenter | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| justin carpenter | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| justin carpenter | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| justin carpenter | I need my staff to be able to login |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohit Kumar accepted the chat transfer request.</i> |
| Rohit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today. |
| justin carpenter | Hi how are you |
| | I have an urgent request |
| Rohit Kumar | Thank you for asking. I am doing Good. How are you? |
| | Please let me know how can I help you. |
| justin carpenter | I need to confirm my server is active |
| Rohit Kumar | Let me check that for you. |
| | May I confirm if the server name is CarpenterTA.myrealdata.net? |
| justin carpenter | Yes |
| | i also need you to send Sophia Taylor password reset link |
| | ASAP |
| Rohit Kumar | Thank you. Your server is active. |
| justin carpenter | Please send Sophia temp password her password isn't working |
| Rohit Kumar | Please allow me 2-3 minutes to check if Sophia Taylor is enrolled to self care portal or not. |

| | |
|---|--|
| | She is not enrolled on self care portal. |
| | May I send an email to you after this chat to seek your approval on email to reset her password? |
| justin carpenter | Want me send an email to you all now.? |
| Rohit Kumar | Yes, You can send an email. |
| justin carpenter | email sent |
| | Please confirm you received |
| Rohit Kumar | We will forward the password to you withing next 5 minutes. |
| justin carpenter | ok can you cc her |
| Rohit Kumar | Please share her email address so we can cc her. |
| | We received your email. |
| justin carpenter | Staylor@carpentertaxaccounting.com |
| Rohit Kumar | Thank You. |
| | Is there anything else I may help you with ? |
| justin carpenter | nope that's it thanks |
| | Please confirm when email is sent |
| Rohit Kumar | Please check if you received the email. |
| | I have included her in email. |
| | May I know if you received the email? |
| justin carpenter | One second |
| Rohit Kumar | Sure |
| | Are you able to login with the password. |
| | Are we connected? |
| Rohit Kumar has ended this chat session | |



Visitor Details

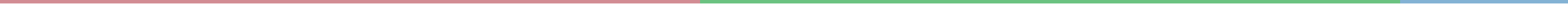
#74500 Rgreenberg
Email: rgreenberg@szcpa.tax
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 30 Secs
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript

| | |
|---|---|
| Rgreenberg | Hello, I am your Acebuddy |
| Acebuddy | Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Rgreenberg | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Rgreenberg | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Rgreenberg | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Rgreenberg | I keep on trying to log onto Ace Cloud. I have tried 6 times. I have this issue everyday. Every time I contact you say it is fi |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Ashutosh Mishra accepted the chat transfer request. | |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I understand you are not able to connect to Ace Servers. |
| Rgreenberg | yes |
| | same problem everyday |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Rgreenberg | have no idea |

| | |
|-----------------|---|
| Ashutosh Mishra | Please help me with your account name with Ace |
| Rgreenberg | Schaffer Zeigen |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | I have checked that server is accessible on our end and other users are also logged in. |
| | May I take the remote access of your local computer? |
| Rgreenberg | i know. it is always this computer. |
| | yes you may |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. |
| Rgreenberg | done |
| Ashutosh Mishra | I am sending an invite over rgreenberg@szcpa.tax |
| | Please join the session by clicking on the invite. |
| | I have sent the invite. |
| Rgreenberg | ok done |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Ashutosh Mishra has ended this chat session



Chat Transcri

Hello, I am your Acebud

Visitor Details

#74204 audiobookadmin
Email: audiobookadmin@johnmarshallmedia.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: DAR ES SALAAM

State: Daressalaam

Country: TANZANIA

Chat Transcript

| | |
|-----------------|---|
| audiobookadmin | Hello, I am your Acebuddy |
| Acebuddy | Hello Audiobookadmin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| audiobookadmin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| audiobookadmin | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| audiobookadmin | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| audiobookadmin | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| audiobookadmin | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | Acebuddy (bot) forwarded the chat request |
| | Shubham Kataria accepted the chat transfer request. |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| audiobookadmin | Hello, I'm having issues logging into quickbooks. I'm using the windows App for Mac. This is what I see when I click on QB |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | 12:58:00 PMaudiobookadmin is sharing a file with you Screenshot 2025-03-17 at 10.28.56 AM.png - (Size:3.51 MB) |
| | Kindly provide your business name or server name |
| audiobookadmin | sending in a sec |
| | |

| | |
|-----------------|--|
| Shubham Kataria | Sure, please take your time |
| audiobookadmin | JMM.myrealdata.net |
| | Username: Cynthia.Ma@myrealdata.net |
| Shubham Kataria | Thank you for the information. |
| | Are you currently logged onto the server? |
| audiobookadmin | Yes |
| Shubham Kataria | May I take the remote access of your server? |
| audiobookadmin | sure |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. |
| audiobookadmin | ok |
| Shubham Kataria | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat. |
| audiobookadmin | ok |
| Shubham Kataria | Thank you for your patience |
| | https://assist.acecloudhosting.com/join/5332512613 |
| | Please join this link after closing important document opened on your local computer |
| audiobookadmin | ok |
| Shubham Kataria | Kindly paste this link in the browser of local computer and join the session. |
| audiobookadmin | it says establishing connection |
| Shubham Kataria | okay |
| audiobookadmin | do you see my screen? |
| Shubham Kataria | yes |
| audiobookadmin | the video shows what my QB should look like |
| Shubham Kataria | Kindly ask the account owner for the company file location and the credentials |
| | Once the company file will open, you will get the same screen on your end as well |
| audiobookadmin | I will enter my QC credentials, right? |
| Shubham Kataria | Apologies, Could you please confirm if QC credentials is QuickBooks company file credentials |
| audiobookadmin | Yes, I meant QB |
| Shubham Kataria | Because In order to open the company file you should have the location of the file where it is saved in server's drive and I |
| audiobookadmin | ok, I'll ask the admin. |
| | thanks |
| Shubham Kataria | Yes, please. After that, you can simply click on the "Open or restore an existing company" then choose open a company fi |
| | |

| | |
|--|--|
| | Are we still connected here? |
| | As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-41 |
| | <i>Shubham Kataria has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73643 Mark Sizemore
Email: mark@firstcoastcpa.com ☎ 9043344651
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: JACKSONVILLE
State: Florida
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Mark Sizemore | The Tax Server is not connected for both tax servers on SizemoreATX1.myrealdata.net for user account myrealdata\Rebec |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Mark Sizemore | I'm logged into Rebecca' desktop |
| Sharath Kumar | let me share with you the server name that needs to be put in on the ATX application |
| Mark Sizemore | I'll need it for both the ATX Tax software for 2024 and the Payroll Compliance software for 2024 |
| Sharath Kumar | I see, let me take Rebeca's remote session for this, One moment while I share the request on the server |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Mark Sizemore | there is nothing open. YOu are good to go |
| Sharath Kumar | I have sent the request |
| Mark Sizemore | YOu want me to log in |
| Sharath Kumar | It seems to be connected |
| | Yes, please go ahead |
| Mark Sizemore | So now the payroll compliance adp |
| Sharath Kumar | Yes, I have also added the primary server to Payroll |
| | So you are good to sign in there as well |
| Mark Sizemore | Thanks!!! |
| Sharath Kumar | anything else that I may assist you with ? |
| Mark Sizemore | That was it. Thanks!!! |
| Sharath Kumar | my pleasure, I have disconnected from your session |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <i>Sharath Kumar has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74254 dilanglais
Email: dilanglais@gmail.com ☎ 9787667342
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: 13 Secs
City: DANVERS
State: Massachusetts
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| dilanglais | Hello, I am your Acebuddy |
| Acebuddy | Hello Dilanglais, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| dilanglais | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| dilanglais | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| dilanglais | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| dilanglais | Cannot log into one of my accounts. Lenny! |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

| | |
|--|---|
| Shashwat Verma accepted the chat transfer request. | |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello |
| dilanglais | looking for credentials for RDG.myrealdata.net |
| Shashwat Verma | I will surely help you with this issue. |
| | When you have last login to server? |
| dilanglais | friday |
| | I can get into DianeML |
| Shashwat Verma | Okay, do you want to reset the password, let me remote access to check any potential other reason? |
| dilanglais | yes you can remote |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/7282767912 |
| | Kindly Click on the link and open the downloaded file. |
| dilanglais | all set |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat. |
| | Issue resolved by configuring the RDP and resetting the password by selfcare. |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| Shashwat Verma has ended this chat session | |

Visitor Details

#74482 Sjtbadm10

Email: sjtbadm10@gmail.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: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Sjtbadm10 | Hello, I am your Acebuddy |
| Acebuddy | Hello Tax, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Sjtbadm10 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sjtbadm10 | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Sjtbadm10 | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Sjtbadm10 | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| Sjtbadm10 | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Sjtbadm10 | My ATX and Payroll server is not working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Shubham Kataria accepted the chat transfer request. | |
| Shubham Kataria | |

| | |
|-----------------|--|
| | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| Sjtbadm10 | ok |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Sjtbadm10 | skt8 |
| Shubham Kataria | Could you please confirm your business name which is associated with ACE |
| Sjtbadm10 | Sk tax Addison CPA |
| Shubham Kataria | Thank you for the information. Could you please confirm the username you're using to log into the server? |
| | Also, could you clarify if you're unable to log into the server itself, or if you're specifically having trouble accessing the AT? |
| Sjtbadm10 | you can connect with my Server? |
| Shubham Kataria | Okay |
| | May I take the remote access of your local computer? |
| Sjtbadm10 | yes |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. |
| Sjtbadm10 | ok |
| Shubham Kataria | https://assist.acecloudhosting.com/join/5732571143 |
| | Please join this link |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat. |
| | Are we still connected here? |
| | As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415 |

Shubham Kataria has ended this chat session



Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74652 Brianna

Email: brianna.brosna@gmail.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: 41 Secs

City: NYACK

State: New York

Country: UNITED STATES

Chat Transcript -----

| | |
|--------------|--|
| Brianna | Hello, I am your Acebuddy |
| Acebuddy | Hello Brianna, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Brianna | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Brianna | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Brianna | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Brianna | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol |
| | Was that helpful? |
| Brianna | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Brianna | my Ticket ID: 665398 |
| | i sent an email as well |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | Kindly allow me two minutes to check the same. |
| | Is this issue occurring only for you, or are other users on the server also experiencing it? |
| | Regarding Server Accessibility |

| | |
|--------------|--|
| Brianna | just me |
| Manish Singh | Alright |
| | May I take the remote access of your local computer? |
| Brianna | yes |
| Manish Singh | https://assist.acecloudhosting.com/join/8862736199 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Brianna | ok |
| | did it work? |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat. |
| | Brianna, we will share a new RDP with you over the email. |
| | Kindly try that to access Server. |
| Brianna | what was the issue? |
| Manish Singh | It was with the Remote Desktop application. |
| | No worries, we will help you to resolve the issue as soon as possible |
| | Is there anything else I may help you with ? |
| Brianna | ok |
| Manish Singh | We will share the RDP over the shared email. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Manish Singh has ended this chat session</i> |

now to MGVInc.myrealdata.net since this r
connect to our Quickbooks hosted

Visitor Details

#73593 Trevor Brien
Email: trevor@mgvinc.com ☎ 250-743-1222
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/quickbooks-hosting/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: DUNCAN
State: British Columbia
Country: CANADA

Chat Transcript

| | |
|---------------|--|
| Trevor Brien | My workstation at Market Group Ventures, Inc. is not connecting now to MGVInc.myrealdata.net since this morning, and I c |
| Siddhant | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. |
| | Hi Trevor , I am transferring this chat to the support team. |
| Trevor Brien | Thanks |
| | Siddhant is transferring the chat to Support(QB & App Hosting). |
| | Shubham Yadav accepted the chat transfer request. |
| Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. |
| | Thank you for the information and allow 2 minutes to check the same. |
| | May I take the remote access of your local computer? |
| Trevor Brien | okay |
| Shubham Yadav | https://assist.acecloudhosting.com/join/8682317397 |
| | Kindly Click on the link and open the downloaded file. |
| | As per remote session you are now able to login into the server |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | |

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

Shubham Yadav has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74642 Brandon Brunkow
Email: brandon.brunkow@rjwgroup.com ☎ 00000000
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: ST PAUL
State: Minnesota
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--|
| Brandon Brunkow | Hello, I am your Acebuddy |
| Acebuddy | Hello Brandon Brunkow, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Brandon Brunkow | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Brandon Brunkow | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Brandon Brunkow | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | |

| | |
|--------------------------------|--|
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| Ended due to chat idle timeout | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74469 carmel.hamerenterprisespllc
Email: carmel.hamerenterprisespllc@outlook.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: MISSOULA
State: Montana
Country: UNITED STATES

Chat Transcript

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

| | |
|------------------------|--|
| | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| carmel.hamerenterprise | Setback |
| Acebuddy | Please select your request type. |
| carmel.hamerenterprise | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| carmel.hamerenterprise | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74589 kimberly
Email: kimberly@stokescm.com 📞 3524456069
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 42 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

| | |
|----------|---------------------------|
| kimberly | Hello, I am your Acebuddy |
| Acebuddy | |

| | |
|--------------|--|
| | Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| kimberly | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| kimberly | Restart |
| Acebuddy | Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| kimberly | Sales & Solutions |
| Acebuddy | Please wait while we connect you to one of our Sales Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Mohit accepted the chat transfer request.</i> |
| Mohit | Hi Kimberly, how can I help you? |
| kimberly | i am needing to sign in under admin onto our server and i dont know how to do that |
| | it doesnt give me the option to login to another user name |
| Mohit | Sure, can you please help me with your registered business name? |
| kimberly | Stokes Construction & Maintenance |
| | our new name is Southern Site & Power Construction |
| Mohit | Perfect, Kimberly. Someone from our technical support team will help you with this. Transferring your chat to my team right now. |
| | <i>Mohit is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | May I know the CID number of the new account? |
| kimberly | whats that |
| | we are a DBA |
| | doing business as |
| | so everything is the same |
| Manish Singh | As I can check your account name is Stokes Construction and Maintenance LLC (Edited) |
| kimberly | yes |
| Manish Singh | Are you not able to access server? |
| kimberly | yes, under my login, but apparently there is another login that is for Admin |
| | we are trying to do an update for quickbooks and i have to be logged into the server as admin |

| | |
|--------------|--|
| Manish Singh | Alright |
| | May I take the remote access of your local computer? |
| kimberly | yes |
| Manish Singh | https://assist.acecloudhosting.com/join/7892831648 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| kimberly | wait i need to be on the server on a webpage right? |
| | for you to gain access |
| | hang on i figured it out |
| Manish Singh | If you want to login to another user we have to take your local PC access. |
| | If you want the QuickBooks update, we can do that for you. |
| kimberly | ok im going to show you the error code |
| | are you onm? |
| | on |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat. |
| | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur |
| | Regarding The Admin Access |
| | Is there anything else I may help you with ? |
| kimberly | ok i sent the email |
| | but when i get the login, how do i login to that |
| | because it doesnt give me the option to switch accounts |
| Manish Singh | You do not need to use different login credentials; current credentials will provide you with access to admin rights. |
| kimberly | oh ok |
| Manish Singh | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |

Manish Singh has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74519 jessica.ward.cpa
Email: jessica.ward.cpa@outlook.com ☎ 435-294-2769
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: HERRIMAN
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|------------------|--|
| jessica.ward.cpa | Hello, I am your Acebuddy |
| Acebuddy | Hello Jessica.ward.cpa, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| jessica.ward.cpa | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| jessica.ward.cpa | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| jessica.ward.cpa | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| jessica.ward.cpa | Restart |
| Acebuddy | Hello Jessica.ward.cpa, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| jessica.ward.cpa | Technical Support (QB & App Hosting) |
| | |

| | |
|------------------|---|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| jessica.ward.cpa | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| jessica.ward.cpa | Change in Applications |
| Acebuddy | Please select your desired option! |
| jessica.ward.cpa | Application Addition |
| Acebuddy | Please select your Application |
| jessica.ward.cpa | QuickBooks |
| Acebuddy | Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can process your request. |
| | <ul style="list-style-type: none">• QuickBooks Version (Pro/Premier/Enterprise) with year• License Number and Product Code |
| | An email update will be shared once the request is completed. |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. |
| | <i>Ended due to chat idle timeout</i> |

Chat Transcription

Hello, I am your Acebuddy

Visitor Details

#73746 Jamie Graham

Email: j.graham@premiergroupmgmt.com 📞 17862365364

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: NEW BRAUNFELS

State: Texas

Chat Transcript

| | |
|---------------|---|
| Jamie Graham | Hello, I am your Acebuddy |
| Acebuddy | Hello Jamie Graham, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jamie Graham | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jamie Graham | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jamie Graham | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Jamie Graham | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| Jamie Graham | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sandeep Kumar accepted the chat transfer request.</i> |
| Sandeep Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today. |
| | Hi Jamie, How are you doing today? |
| Jamie Graham | Good-thank you. I am just having an error issue when opening just one of quickbooks files |
| Sandeep Kumar | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Jamie Graham | PremierMGMT.myrealdata.net |
| | username: JamieGraham |
| Sandeep Kumar | Thanks for the confirmation ! |
| | Kindly allow me 3-4 minutes to check the same and connect with the server. |
| | Thank you for waiting. |
| | I do not see you connected to the server. |
| | Can you please log back in? |
| | |

| | |
|---------------|---|
| Jamie Graham | ys |
| Sandeep Kumar | Ok, please log back in so that we can check the issue on your end. |
| Jamie Graham | i am on now |
| Sandeep Kumar | Im sending the remote prompt on your end, please accept. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat. |
| Jamie Graham | also before we get started is this free space warning an issue |
| Sandeep Kumar | I have rebooted the server and let you know when we can log back in. |
| Jamie Graham | ok thank you |
| Sandeep Kumar | Thank you for your patience. |
| | The server is up now, lets log back in and check again. |
| Jamie Graham | ok |
| | yes its working! thank you! |
| Sandeep Kumar | Great! |
| | As for the low space message, I will run a disk cleanup and share the update with you over the email as it will take some 1 |
| Jamie Graham | sounds good-thank you so much! |
| Sandeep Kumar | You are welcome! |
| | Is there anything else I may help you with ? |
| Jamie Graham | no thanks-that was it |
| Sandeep Kumar | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Sandeep Kumar has ended this chat session</i> |

Visitor Details

#74597 jbarbersingh
Email: jbarbersingh@biofluidica.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: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| jbarbersingh | Hello, I am your Acebuddy |
| Acebuddy | Hello Jbarbersingh, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| jbarbersingh | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| jbarbersingh | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| jbarbersingh | Password Reset |
| Acebuddy | Please select an option below |
| jbarbersingh | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re |
| | Do you need any further assistance on the topic? |
| jbarbersingh | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74604 bwhite
Email: bwhite@cfbhomes.com 📞 14074178737
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Bwhite |
| bwhite | I am not able to export a report to excel |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| bwhite | QBlivepro1.myrealddata.net finance |
| Anurag Sharma | Thanks for the confirmation ! |
| | Kindly allow me 2-3 minutes to check the same. |
| | Could you please confirm since when you are facing this issue? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <i>Anurag Sharma has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74107 jon

Email: jon@sundackcpa.com ☎ 6314999437

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs
City: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| jon | Hello, I am your Acebuddy |
| Acebuddy | Hello Jon, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| jon | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| jon | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| jon | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| jon | looking for a file |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Manish Singh accepted the chat transfer request. | |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| jon | hi manish |
| Manish Singh | Hii Jon |
| jon | apparently a file was deleted from one of my softwares |
| | are you able to recover |
| Manish Singh | Have you emailed us regarding the backup? |
| jon | no |
| Manish Singh | Kindly email us with the location and date of the file you want to backup of |
| | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur |
| jon | how quickly does that happen |
| Manish Singh | Kindly mention the urgency of the situation we will prioritize accordingly. |
| jon | sure but are we looking at days or hours |
| | |

| | |
|--|--|
| Manish Singh | It will be hours, Jon |
| jon | ok thank you |
| Manish Singh | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | This message has been deleted |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| Manish Singh has ended this chat session | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73440 martha

Email: martha@wootoncpa.com ☎ 14058505592

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: NORMAN

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

| | |
|----------|--|
| | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| martha | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| | <i>Ended due to chat idle timeout</i> |



Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73351 Zach Hollman
Email: zach@alphaprimeusa.com ☎ 19547565945
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 30 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

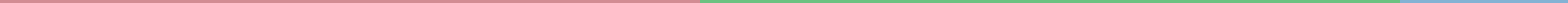
Chat Transcript

| | |
|--------------|--|
| Zach Hollman | Hello, I am your Acebuddy |
| Acebuddy | Hello Zach, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Zach Hollman | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |

| | |
|----------------|---|
| | Please chose an option : |
| Zach Hollman | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Zach Hollman | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Zach Hollman | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |
| Zach Hollman | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello zach |
| Zach Hollman | Happy Friday... We have several new users on our account. The system is freezing upon login or while they are working |
| Shashwat Verma | I will surely help you with this issue. |
| | Do you facing freezing issue with QuickBooks or from whole server? |
| | Or also with any other applications too? |
| Zach Hollman | Quick Books just freezes or crashes |
| Shashwat Verma | Got it. |
| Zach Hollman | We can't really use other applications, server can't handle it |
| Shashwat Verma | Okay |
| | Kindly try now to access the Qb |
| Zach Hollman | k |
| | Remoting in |
| Shashwat Verma | We would like to inform you that your C drive is very low, looks like the reason behind the slowness is the shortage of C di |
| Zach Hollman | What is the price for more storage. |
| Shashwat Verma | Let me share you the plans |
| | Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month |
| | |

| | |
|----------------|---|
| Zach Hollman | Is that per user |
| | <i>3:55:22 AM</i> <i>Shashwat Verma is sharing a file with you</i> <i>image.png - (Size:9.69 KB)</i> <i>Current space</i> |
| Shashwat Verma | For whole server |
| Zach Hollman | Which account is consumng the most storage |
| Shashwat Verma | Its not about the account, its for the whole server that include user data of all users. |
| Zach Hollman | What do you recommend we upgrade too |
| | One of our employees may have 5 emails tied to their outlook account and taking up 100GB in email alone |
| Shashwat Verma | Outlook have its own cloud storage, it doesn't save emails on server |
| | As per the above screenshot your whole server have 99GB as whole in used way |
| | We recommend you to go with either plan 1 or plan 2 as you have multiple users. |
| | We can give you the plan 1 at \$115/Month as discounted rate. |
| | Thats is Plan1 : 200GB : \$115/Month |
| Zach Hollman | Is there anyway we can package up a better deal for our users too? We are growing and it's starting to get crazy |
| Shashwat Verma | So if you want to move with Plan1, we can check from the team. |
| Zach Hollman | Plan 2 |
| | Sorry plan 1 |
| | Yes Plan 1. |
| Shashwat Verma | Sure, let me check for the final pricing for the Plan1. |
| | Zach,We can last give the discounted rate of Plan1 : 200GB : \$112/Month |
| Zach Hollman | Sounds good. Please proceed |
| Shashwat Verma | Kindly email the same request to support@acecloudhosting.com from zach@alphaprimeusa.com |
| | Kindly mention the plan in the email, Plan1 : 200GB : \$112/Month |
| | You can also mentioned my name for reference, that is Shashwat! |
| | Have you emailed the same? |
| | Zach, have you emailed us about the same? |
| Zach Hollman | am jow |
| | I am now |
| Shashwat Verma | Yes |
| Zach Hollman | Done |
| Shashwat Verma | Let me check the email |

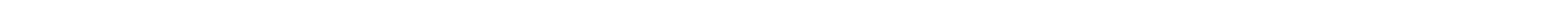
| | |
|----------------|--|
| | We have not received the email yet. |
| | Email us on support@acecloudhosting.com |
| Zach Hollman | Just sent again |
| Shashwat Verma | Got it |
| | Let me do the needful |
| Zach Hollman | ? |
| Shashwat Verma | Just let me show you the space after increment |
| Zach Hollman | k |
| | 4:34:57 AMShashwat Verma is sharing a file with you image.png - (Size:6.81 KB) |
| Shashwat Verma | Here is the space now |
| | Is there anything else I may help you with ? |
| Zach Hollman | no will test it out |
| | ty |
| Shashwat Verma | Sure |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Shashwat Verma has ended this chat session |



Chat Transcri

How can I use "alternate control delete" in a development environment?

Visitor Details



#74370 jaycru

Email: jaycru@me.com 📞 9148379521

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: https://www.acecloudhosting.com/?s=how+to+%22alt+ctr+del%22+in+Ace+Cloud+Hosting+&post_type=knowledgebase&kb_search_nonce=c51e31b394&_wp_http_referer=%2F%3

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: STAFFORD

State: Texas

Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| jaycru | How can I use "alternate control delete" feature in Ace Cloud environment? |
| Rishabh Gogia | Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. |
| | <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | Please let me know if you are able to use on screen keyboard for Ctrl + Alt +Del |
| jaycru | Hi, |
| | Not sure what your mean by "screen Keyboard" |
| Ashutosh Mishra | By on screen keyboard i mean there is virtual keyboard in Windows OS that shows a keyboard layout on the monitor that |
| | There should not be any issue using Ctrl+Alt+Del function on your server. |
| jaycru | When I type in the command on my keyboard it goes to my PC's desktop. It wont do it for the Ace environment. |
| Ashutosh Mishra | I see, are you running the server in full screen mode? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | <i>Ashutosh Mishra has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74826 Becky Rivard
Email: becky@beckyrivardcpa.com ☎ 15304489276
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: TRUCKEE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--------------|---|
| Becky Rivard | Hello, I am your Acebuddy |
| Acebuddy | Hello Becky, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Becky Rivard | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Becky Rivard | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Becky Rivard | Setback |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Becky Rivard | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Becky Rivard | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and |

| | | |
|--|-----------------|--|
| | | once the task has been completed. |
| | | Typically, the application update is performed overnight. |
| | | Do you need any further assistance on the topic? |
| | Becky Rivard | Yes |
| | Acebuddy | Please wait while we connect you to our Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| | Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashut |
| | Becky Rivard | Hi. I was just chatting with another agent and he installed an u says a newer version is available and won't let me open the sc |
| | Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with you |
| | Becky Rivard | It's ticekt number 668828 |
| | Ashutosh Mishra | May I take the remote access of your server? |
| | Becky Rivard | yes |
| | Ashutosh Mishra | Prior providing the access, I would suggest you to close any ir |
| | | I will send prompt on the server please accept that once you a |
| | Becky Rivard | I'm ready |
| | Ashutosh Mishra | I will update again please allow me few minutes. |
| | | I have rebooted server now after updates are complete, please |
| | Becky Rivard | Okay. Can I log back on? |
| | Ashutosh Mishra | Sure login again. |
| | Becky Rivard | I am all set. It let me log on. Thank you. |
| | Ashutosh Mishra | Is there anything else I may help you with ? |
| | Becky Rivard | No that's it. |
| | Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give y chat. |
| | | You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback |
| | | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | | Note: You may change/reset your server password on your ow (https://selfcare.acecloudhosting.com). |

Ashutosh Mishra has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74089 Tony Lee
Email: support@claccounting.tax ☎ 19097189780
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: 28 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| Tony Lee | Hello, I am your Acebuddy |
| Acebuddy | Hello Tony, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Tony Lee | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Tony Lee | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Tony Lee | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |

| | | |
|--|-----------------|--|
| | Tony Lee | I am trying to update my 2024 lacerte, but i dont have admin i |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Kataria accepted the chat transfer request.</i> |
| | Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubh today. |
| | | I will be surely assisting you with this. Kindly help me with you |
| | Tony Lee | user name tonylee |
| | | CLAccounting.myrealdata.net |
| | Shubham Kataria | Thank you for the information and allow 2 minutes to check th |
| | | Thank you for your patience. |
| | | I've initiated the update and will reboot the server once the up |
| | | Would you prefer to stay connected via chat, or should I notify complete (Edited) |
| | Tony Lee | email |
| | | thanks |
| | Shubham Kataria | You're welcome, I'll update you via email |
| | | Is there anything else I may help you with ? |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | | As you're disconnected from the chat, we are ending the sessi call us at (1-888-415-5240) if any further assistance is require |

Shubham Kataria has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74295 Chad Harlow

Email: chad@mobile-maintenance.com 📞 113252126924

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: 38 Secs

City: GEORGE TOWN

State: Cayman Islands

Country: CAYMAN ISLANDS

Chat Transcript -----

| | |
|-----------------|--|
| Chad Harlow | Hello, I am your Acebuddy |
| Acebuddy | Hello Chad Harlow, I'm your Ace Buddy. I'll be happy to assist y |
| | Whom Would You Like to Connect With? |
| Chad Harlow | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Chad Harlow | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Chad Harlow | Change in Users |
| Acebuddy | Please select your desired option! |
| Chad Harlow | User Addition |
| Acebuddy | Registered Account Owners have the ability to add/disable use owner, Please refer to the following link for a detailed guide or |
| | Do you need any further assistance on the topic? |
| Chad Harlow | Yes |
| Acebuddy | Please wait while we connect you to our Support Representativ |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashut |
| | I understand you want to add user in the account, is that corre |
| | Are we still connected here? |
| Chad Harlow | yes, i keep getting an error |

| | | |
|--|-----------------|--|
| | Ashutosh Mishra | I will surely help you with this issue. |
| | | Please share screenshot of the error to pinpoint issue. |
| | Chad Harlow | i need to log back in |
| | Ashutosh Mishra | Sure, please take your time. |
| | | <i>The visitor's email address was changed to chad@mobile-mair</i> |
| | | <i>Chad Harlow has initiated a remote assistance session. Would screen?</i> |
| | | If you want to start remote session, please go to following link https://assist.acecloudhosting.com/join/7752218036 |
| | Chad Harlow | can you see my screen |
| | | Can you see my screen? |
| | Ashutosh Mishra | Yes |
| | | I see the error, we will try from our end to add the user. |
| | Chad Harlow | i need to add myself as a user and then i'll need assistance to |
| | Ashutosh Mishra | We would require an email from your email address [chad@m (mailto:chad@mobile-maintenance.com) to add user. |
| | | also i will send all the required details to connect to server |
| | Chad Harlow | Where do i need to send the email? |
| | Ashutosh Mishra | You can end this chat now so that the ticket is generated and i it over and i will take care of the rest. |
| | Chad Harlow | i'll wait for your email |
| | Ashutosh Mishra | Sure, is there anything else i may help you with? |
| | | As there was no response, we are disconnecting the chat now. (1-888-415-5240) if any further assistance is required. |

Ashutosh Mishra has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74083 Cesar Diaz

Email: cesardiaz98776@gmail.com ☎ 150499420028

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: ?

State: Honduras

Country: HONDURAS

Chat Transcript -----

| | |
|------------|---|
| Cesar Diaz | Hello, I am your Acebuddy |
| Acebuddy | Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you |
| | Whom Would You Like to Connect With? |
| Cesar Diaz | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Cesar Diaz | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Cesar Diaz | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| Cesar Diaz | Retrasar |
| Acebuddy | Please select an option! |
| Cesar Diaz | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Cesar Diaz | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks c help you with resolving the issue |
| | Was that helpful? |
| Cesar Diaz | No |
| Acebuddy | No issues, please wait while I connect you to one our support c |
| | Acebuddy (bot) forwarded the chat request |
| | |

| | | |
|--|---------------|--|
| | Cesar Diaz | hello support |
| | | can u reboot intercentnew server |
| | | we have some error with QB licence, can helpus |
| | | <i>Anurag Sharma accepted the chat transfer request.</i> |
| | Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag |
| | Cesar Diaz | We contact Quickbooks Intuit, they told us to try again Quickbo |
| | | but we did it, but doesnt show a error only log off the user |
| | Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | | I will be surely assisting you with this. Kindly help me with you |
| | Cesar Diaz | intercentnew server |
| | | inter39 |
| | Anurag Sharma | Thanks for the confirmation |
| | | Do you want to reboot the server? |
| | Cesar Diaz | yes, please reboot |
| | Anurag Sharma | Okay |
| | | I would like to inform you that there are active users on the se |
| | | Do you still want me to proceed with the server reboot? |
| | Cesar Diaz | send them a message please, on my part i ready did it |
| | Anurag Sharma | Okay |
| | | I have initiated a script which will inform them to log off from t |
| | | The script will automatically reboot the server in 5 minutes |
| | Cesar Diaz | thanks |
| | Anurag Sharma | Is there anything else I may help you with ? |
| | Cesar Diaz | nothing else |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | I would greatly appreciate if you could spare a minute to give y |
| | | chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | | You may end this chat now. Once you end this chat, you will re |
| | | conversation, along with a ticket number and survey feedback |
| | | I request you to kindly spare a moment to fill that out for me s |
| | | working. I will appreciate that. or you may send your feedback |
| | | Thanks! |

Note: You may change/reset your server password on your own (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73387 William George
Email: wwg@verizon.net 📞 508-612-3495
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: PALM BEACH
State: Aruba
Country: ARUBA

Chat Transcript

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

| | |
|--------------------------------|--|
| | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| | As we haven't got any response from your end, We are closing Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73609 Bright Tax Solutions LLC
Email: cathleenmanning@gmail.com 📞 12142436574
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: PROSPER
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|--------------------------|---|
| Bright Tax Solutions LLC | Hello, I am your Acebuddy |
| Varun Bisht | Thank you for contacting Ace Cloud Hosting. My name is Varur |
| Bright Tax Solutions LLC | Hi again. My staff said they want to know what path to use for now? |
| Varun Bisht | It will be D Drive |
| | Kindly give me Couple of mins to check |
| Bright Tax Solutions LLC | Ok. |

| | | |
|--|--------------------------|---|
| | Varun Bisht | Thank you for your patience. |
| | | It will be C Drive |
| | | I have cross checked it |
| | | and the current data which team is downloading that is also in |
| | Bright Tax Solutions LLC | They said there isn't a C drive visable |
| | | Will there be after the update? |
| | Varun Bisht | We usually keep C Drive hidden; however we can still access it |
| | Bright Tax Solutions LLC | Ok, so when we added the software, we mapped it to C when I information. |
| | Varun Bisht | However, we believe that onboarding team will be the correct initial setup is still in progress |
| | Bright Tax Solutions LLC | ok |
| | Varun Bisht | It should be like this only; however, we are not sure at a mome up the server |
| | Bright Tax Solutions LLC | ok, let me know when you know. |
| | Varun Bisht | Onboarding team will be available around 7:30 AM EST I can a all the queries. |
| | Bright Tax Solutions LLC | Wait, do you recall that my staff is online at 11pm CST and we |
| | | You said 1-2 hours earlier. |
| | | Is it tomorrow after 7:30 or will it be in a couple of hours? |
| | Varun Bisht | That is for the data download which will be done in the given t |
| | Bright Tax Solutions LLC | What happens after the data download? |
| | Varun Bisht | Onboarding Team will do configuration over the server |
| | Bright Tax Solutions LLC | Ok... |
| | | If we work tonight, will the data be ok? |
| | | Or should we wait? |
| | | Like, for returns that weren't started in the old environment |
| | Varun Bisht | We suggest you to kindly wait, let onboarding team connect w |
| | | Team has asked us to download your data which includes Lace DDM |
| | | We will inform you via email once it is completed |
| | Bright Tax Solutions LLC | I sent an email for escalation, but if there is anyway to comple |

| | |
|--|---|
| | Thanks! |
| | If not, then we won't. |
| Varun Bisht | Alright I will inform the onboarding team to speed up the process |
| Bright Tax Solutions LLC | ok |
| Cathleen Manning has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74164 Amanda Wright
Email: awright@wrightchoiceinc.com ☎ 19705657469
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: 7 Secs
City: GREELEY
State: Colorado
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Amanda Wright | Hello, I am your Acebuddy |
| | Hello, Les on our account is inactive looking at the admin portal an option to reactive him. Would you be able to assist> |
| | ? |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat |
| | Hello Amanda |
| | I will surely help you with this issue. |

| | | |
|--|----------------|---|
| | Amanda Wright | Thank you. |
| | Shashwat Verma | Let me do the needful. |
| | | Thank you for your patience |
| | | Kindly try now |
| | Amanda Wright | I see he is active now. Would his password be the same as befo |
| | Shashwat Verma | Yes |
| | Amanda Wright | Wonderful thank you again! |
| | Shashwat Verma | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | | You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback |
| | | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | | Note: You may change/reset your server password on your owr (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acec |

Shashwat Verma has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74821 Laurie Tyre
Email: laurie@applied-adventure.com 📞 19708333139
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|-------------|---|
| Laurie Tyre | Hello, I am your Acebuddy |
| Acebuddy | Hello Laurie Tyre, I'm your Ace Buddy. I'll be happy to assist yo |
| | Whom Would You Like to Connect With? |
| Laurie Tyre | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Laurie Tyre | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Laurie Tyre | Reboot your Server |
| Acebuddy | Kindly send an email to support@acecloudhosting.com from yc reason for server reboot and the support team will be happy to |
| | Do you need any further assistance on the topic? |
| Laurie Tyre | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73728 Long Doan
Email: accounting@realtygroupmn.com ☎ 19522049081
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
Average Response Time: 1 Min 35 Secs
City: SAN JOSE
State: Cavite
Country: PHILIPPINES

Chat Transcript

| | |
|-----------|--|
| Long Doan | Hello, I am your Acebuddy |
| Acebuddy | Hello Accounting, I'm your Ace Buddy. I'll be happy to assist yo |
| | Whom Would You Like to Connect With? |
| Long Doan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Long Doan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Long Doan | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Long Doan | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| Long Doan | Deluxe Echecks issue in Quickbooks still not resolved |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Long Doan | ticket ID 654421 |
| | <i>Ashutosh accepted the chat transfer request.</i> |
| Ashutosh | Thank you for contacting Ace Cloud Hosting. My name is Ashut |
| Long Doan | thank you |
| Ashutosh | I will surely help you with this issue. |
| | Do you have any existing ticket open for this issue? |
| Long Doan | yes ticket ID 654421 |
| Ashutosh | Thanks for the confirmation ! |
| | Kindly allow me two minutes to check the same. |
| Long Doan | ok |
| Ashutosh | May I take the remote access of your server? |

| | | | |
|--|---|--|---|
| | Long Doan | yes | |
| | Ashutosh | Please confirm if your username is myrealdata\LesterCruz | |
| | Long Doan | Correct | |
| | Ashutosh | Kindly close all important tabs and documents for not to breac | |
| | | Please confirm so i can send you prompt for remote session. | |
| | Long Doan | sure | |
| | | ready | |
| | Ashutosh | Please perform the task with DPX to check for the issue. | |
| | Long Doan | done | |
| | Ashutosh | Kindly allow me few minutes to make some changes from back | |
| | Long Doan | sure | |
| | Ashutosh | We have identified that this is an internal application issue and related to server end hence it cannot be of any assistance to r | |
| | | We would recommend contacting Intuit support for accurate re regarding this concern. | |
| | Long Doan | Ok will reach out to them then | |
| | Ashutosh | Is there anything else I may help you with ? | |
| | Long Doan | all good | |
| | Ashutosh | Thank you for choosing ACE cloud Hosting, you have a wonder | |
| | | | You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback |
| | | | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | | | Note: You may change/reset your server password on your own (https://selfcare.acecloudhosting.com). |
| | | | For self-help, check out our Knowledge Base (https://www.acec |
| | <i>Ashutosh has ended this chat session</i> | | |

Chat Transcri

We currently have the ACE cloud service.
regarding back up ? How often is our c

Visitor Details

#74220 jennifer
Email: jennifer@millersautomotiveservice.com 📞 17048658827
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/quickbooks-hosting/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: GASTONIA
State: North Carolina
Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| jennifer | We currently have the ACE cloud service. We have a question i data backed up ? |
| Rahul | Thank you for contacting ACE. My name is Rahul. I will be assis |
| | Hi Jennifer, how are you doing today? |
| jennifer | great ! |
| Rahul | Good to hear |
| | please ler me know, how may I assist you today? |
| | we take daily backups |
| jennifer | ok thank you !!! |
| Rahul | anything else I can help you with? |
| jennifer | Im asking regarding back because per our QB the last local ba different from the back up that you do ? |
| Rahul | Let me transfer you to our support team, they would be the rig |
| | I am transferring you now, have a great day ahead. |
| Rahul is transferring the chat to Support(QB & App Hosting). | |

| | |
|----------------|---|
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shash |
| | Hello Jennifer |
| | We would like to inform we take backup of whole server. |
| | On the daily basis, and can provide you backup of last 45 days |
| | All QB files and other data will be backup automatically. |
| | Are we still connected here? |
| jennifer | yes ! thank you so much for the information |
| Shashwat Verma | No problem (Edited) |
| | Is there anything else I may help you with ? |
| jennifer | not at this time thank you |
| Shashwat Verma | It would be great if you could share your feedback after this ch |
| | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback |
| | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | Note: You may change/reset your server password on your owr (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acec |
| | <i>Shashwat Verma has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74875 mike

Email: mike@backstoptax.com 📞 6026867247

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

Chat Transcript -----

| | |
|----------|---|
| mike | Hello, I am your Acebuddy |
| Acebuddy | Hello Mike, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| mike | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| mike | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| mike | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| mike | Our system is very slow today and only a few users are in it. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| mike | Hello? |
| | <i>Chat request was not picked up by the operators</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74006 accounting

Email: accounting@gracehillmedia.com ☎ 8187620000

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: VALENCIA

State: California

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| accounting | Hello, I am your Acebuddy |
| Acebuddy | Hello Kristie, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| accounting | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| accounting | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| accounting | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| accounting | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfro |
| | Was that helpful? |
| accounting | No |
| Acebuddy | No issues, please wait while I connect you to one our support e |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Roha |
| accounting | My quickbooks is frozen. |
| Rohan Prajapati | Hello Kristie, How are you doing today? |

| | |
|-----------------|---|
| accounting | My QB is frozen. user = Kristie.NENT1 server = QBNXTENT1.m |
| Rohan Prajapati | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| accounting | sure |
| Rohan Prajapati | Kindly check now and let me know the status |
| accounting | It's working now. Thanks |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Is there anything else I may help you with ? |
| accounting | nope. I'm all good now. |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback |
| | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | Note: You may change/reset your server password on your owr (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acec |
| | <i>Rohan Prajapati has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73806 Kerry Durkin
Email: kerrydurkincpa@lynndurkincpa.com 📞 7813781845
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: 21 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

| | |
|----------------|--|
| Kerry Durkin | Hello, I am your Acebuddy |
| Acebuddy | Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assis |
| | Whom Would You Like to Connect With? |
| Kerry Durkin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kerry Durkin | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Kerry Durkin | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| Kerry Durkin | very slow computer |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shast |
| | Hello Kerry |
| Kerry Durkin | hi there |
| Shashwat Verma | I will surely help you with this issue. |
| Kerry Durkin | the memory on my comp is high 80s |
| | right now 85% |
| | not sure if that is why |
| Shashwat Verma | Okay |
| | Kindly allow me two minutes to check the same. |
| | Kerry, we have checked the same, as of now we are adding 5G |
| | |

| | | |
|--|----------------|---|
| | | Currently your usage is 88% |
| | | Are we still connected here? |
| | Kerry Durkin | hi yes |
| | | how long until I see the effects of that? |
| | Shashwat Verma | Around 10-15 mins |
| | | We'll let you know on email. |
| | | Is that work for you? |
| | Kerry Durkin | ok sure that's fine |
| | Shashwat Verma | Is there anything else I may help you with ? |
| | Kerry Durkin | is there anything that can be done to avoid this issue |
| | | this is just unsustainable to have issues every week |
| | Shashwat Verma | Looks like it'll resolve your issue. |
| | | Moreover, if you face the same issue again, then kindly let us I slowness is the high usage of RAM of the server |
| | | Is there anything else I may help you with ? |
| | Kerry Durkin | I understand that's the problem, but the thing is we have this I |
| | | is there anything that can be done to fix this? |
| | | or prevent it |
| | Shashwat Verma | Okay, lets investigate the every aspects of the slowness and w same |
| | | We'll share you the whole last month usage and statistics for t keep that checked from our end too. |
| | | Shall we proceed like that? |
| | Kerry Durkin | yes thats great |
| | | thanks! |
| | Shashwat Verma | Okay, we'll let you know. |
| | | It would be great if you could share your feedback after this ch |
| | | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | | You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback |
| | | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | | Note: You may change/reset your server password on your owr |

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

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

Shashwat Verma has ended this chat session

Chat Transcription

Hello, I am your Acebud

Visitor Details

#73874 hanumeshqb

Email: hanumeshqb@gmail.com ☎ 8142143613

Department: Support/OP & App Hosting\

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

BROWSER: Google Chrome

Device: Desktop

Average Response Time: 1 Min 42 Secs

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

| | |
|----------------|---|
| | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| hanumeshqb | While Posting of Checks Am getting some error |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjai |
| | <i>6:01:18 PMhanumeshqb is sharing a file with you</i> <i>Screenshot 2025-03-11 180049.jpg - (Size:36.89 KB)</i> |
| hanumeshqb | While Posting Checks Am getting the above error popup |
| Anjainay Singh | Please allow me two minutes so that I can observe the issue a |
| hanumeshqb | ya sure |
| Anjainay Singh | We are discussing it with senior team member please be on hc |
| hanumeshqb | ya sure |
| Anjainay Singh | We request you to please contact Intuit support as they will as check which is running low |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| hanumeshqb | nothing |
| Anjainay Singh | I would greatly appreciate if you could spare a minute to give y chat. |
| hanumeshqb | okay Thank you |

hanumeshqb has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73709 Test Account

Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript -----

| | |
|--------------|--|
| Test Account | Hello, I am your Acebuddy |
| Acebuddy | Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist |
| | Whom Would You Like to Connect With? |
| Test Account | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Test Account | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Test Account | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| Test Account | test |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| | <i>Test Readonly has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74859 Cindy Holloway
Email: qualityquicktaxoffice@gmail.com 📞 13346460662
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Secs
City: VALLEY
State: Alabama
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Cindy Holloway | Hello, I am your Acebuddy |
| Acebuddy | Hello Qualityquicktaxoffice, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| Cindy Holloway | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Cindy Holloway | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Cindy Holloway | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a Support Representative |
| Cindy Holloway | Can not connect to Cloud |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. |
| | Hello |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | |

| | |
|--|---|
| | As there was no response, we are disconnecting the chat now. (1-888-415-5240) if any further assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | <i>Anurag Sharma has ended this chat session</i> |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73486 Sony Vasu
Email: sony.vasu@analytix.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 58 Secs
City: CHENNAI
State: Tamil Nadu
Country: INDIA

Chat Transcript

| | |
|-----------|--|
| Sony Vasu | Hello, I am your Acebuddy |
| Acebuddy | Hello Sony Vasu, I'm your Ace Buddy. I'll be happy to assist you |
| | Whom Would You Like to Connect With? |
| Sony Vasu | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sony Vasu | Restart |
| Acebuddy | Hello Sony Vasu, I'm your Ace Buddy. I'll be happy to assist you |
| | |

| | | |
|--|-----------------|---|
| | | Whom Would You Like to Connect With? |
| | Sony Vasu | VDI/DaaS Support |
| | Acebuddy | Please wait while we connect you to an available Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Sushant accepted the chat transfer request.</i> |
| | Sushant | Thank you for choosing ACE cloud Hosting, my name is Sushar How may I help you |
| | Sony Vasu | I want to connect with Rohit Kumar regarding the #652278 |
| | Sushant | Ok let me check. |
| | | Can you please confirm your company name. |
| | Sony Vasu | It is for Bright Financial. |
| | Sushant | Please wait while we connect you to our concern Representative |
| | | <i>Sushant is transferring the chat to Rohit Kumar.</i> |
| | | <i>Rohit Kumar accepted the chat transfer request.</i> |
| | Rohit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Rohit |
| | | Hello Sony |
| | | Hello Sony |
| | | How Can I help you? |
| | Sony Vasu | Hi Rohit |
| | | This is regarding #652278 |
| | | For setting up RDP for Bright Financial. |
| | Rohit Kumar | I am transferring the Chat to my colleague who will assist you |
| | | <i>Rohit Kumar is transferring the chat to Shubham Kataria.</i> |
| | | <i>Shubham Kataria accepted the chat transfer request.</i> |
| | Sony Vasu | You have sent email right? |
| | Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham today. |
| | Sony Vasu | Okay |
| | Shubham Kataria | I will surely help you with this issue. |
| | | Kindly allow me two minutes to check this. |
| | Sony Vasu | Okay |
| | Shubham Kataria | Kindly confirm if you would like to set up the server login |
| | Sony Vasu | Yes please |

| | | |
|--|-----------------|---|
| | Shubham Kataria | I will surely help you with this issue. |
| | | May I take the remote access of your local computer? |
| | Sony Vasu | Yes |
| | Shubham Kataria | Prior providing the access, I would suggest you to close any ir |
| | | https://assist.acecloudhosting.com/join/7612285971 |
| | | Kindly paste this link in the browser of local computer and join |
| | Sony Vasu | Whose name it is asking? |
| | Shubham Kataria | You can enter your name |
| | Sony Vasu | Done |
| | | <i>12:47:53 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:52.83 KB)</i> <i>Unfortunately, we are not connected yet. Could you p</i> |
| | | I think I need to select the monitor. |
| | | To share |
| | Shubham Kataria | Yes, please select it |
| | | <i>12:49:07 PMSony Vasu is sharing a file with you</i> <i>image.png - (Size:12.36 KB)</i> |
| | | Its seems that there is a connectivity issue |
| | | Let me share a another link |
| | Sony Vasu | Okay |
| | Shubham Kataria | https://assist.acecloudhosting.com/join/5002765045 |
| | | Try to join this one |
| | Sony Vasu | I did |
| | Shubham Kataria | try to access this link - https://www.zoho.com/assist/join/ |
| | | And enter this session ID 500-276-5045 and your name |
| | | Are you able to connect? |
| | Sony Vasu | Yes I did |
| | | <i>12:56:35 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:55.39 KB)</i> <i>But it seems we are not connected yet</i> |
| | | It is showing as unable to contact our server. |
| | Shubham Kataria | Could you please provide me with your username for login? I w |
| | | steps for login, so you can follow those steps to logon on to th |

| | |
|---|--|
| | Are we still connected here? |
| Sony Vasu | yes |
| Shubham Kataria | Please provide your username for server login. This will help m with login steps (Edited) |
| Sony Vasu | Can you try to connect again? |
| Shubham Kataria | Sure |
| | We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconn give your confirmation on this chat. |
| Sony Vasu | Okay |
| Shubham Kataria | Thank you for your patience. |
| | As per our remote conversation Your RDP set up has been succ |
| | Is there anything else I may help you with ? |
| | As you're disconnected from the chat, we are ending the sessi call us at (1-888-415-5240) if any further assistance is require |
| Shubham Kataria has ended this chat session | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details -----

#74151 Efigenia Van Meter
Email: effieacctng@gmail.com 📞 19185771113
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: DASMARINAS
State: Cavite
Country: PHILIPPINES

Chat Transcript

| | |
|--------------------------------------|--|
| Efigenia Van Meter | Hello, I am your Acebuddy |
| Acebuddy | Hello Efigenia G Van Meter, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| Efigenia Van Meter | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Efigenia Van Meter | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Efigenia Van Meter | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please se |
| Efigenia Van Meter | No, That'll be all! |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! |
| Acebuddy has ended this chat session | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74719 Jennifer
Email: jennifer@usstuccosuppy.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 14 Secs

City: CLOVER
State: South Carolina
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Jennifer | Hello, I am your Acebuddy |
| Acebuddy | Hello Jennifer Johnson, I'm your Ace Buddy. I'll be happy to ass |
| | Whom Would You Like to Connect With? |
| Jennifer | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jennifer | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jennifer | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Jennifer | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to |
| Jennifer | QB will not open |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manis |
| | Hii Jennifer |
| | I will surely help you with this issue. |
| Jennifer | Hello, my QB will not open when clicking to open |
| Manish Singh | Okay, Is this the first time you are facing this issue. |
| Jennifer | No |
| Manish Singh | So, when was the last time you have faced this issue? (Edited) |
| Jennifer | last week, it looks like it's trying to open now but extremely slc |
| Manish Singh | Kindly check now. |
| | QuickBooks was freezed due to multiple attempts. |
| Jennifer | no it will not open |

| | | |
|-------------|--------------|---|
| | Manish Singh | Restarted the services please check now. |
| | Jennifer | No still will not open |
| | Manish Singh | May I take the remote access of your server? |
| | Jennifer | Yes |
| | Manish Singh | Prior providing the access, I would suggest you to close any im |
| | | We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconn |
| | | give your confirmation on this chat. |
| | | Need to reboot the server once. |
| | Jennifer | thank you |
| | Manish Singh | Rebooting in 5 minutes. |
| | | Kindly check now. |
| | Jennifer | Ok looks like I can get back on now |
| | Manish Singh | Great! |
| | | Is there anything else I may help you with ? |
| | Jennifer | That’s all thanks! |
| | Manish Singh | I would greatly appreciate if you could spare a minute to give y |
| | | smileys at the end of this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | Jennifer | ok |
| | Manish Singh | You may end this chat now. Once you end this chat, you will re |
| | | conversation, along with a ticket number and survey feedback |
| | | I request you to kindly spare a moment to fill that out for me s |
| | | working. I will appreciate that. or you may send your feedback |
| | | Thanks! |
| | | Note: You may change/reset your server password on your own |
| | | (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base) |
| | | <i>Manish Singh has ended this chat session</i> |
| <div></div> | | |

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74768 Suzanne Evennou
Email: cafenormandie@gmail.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 54 Secs
City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Suzanne Evennou | Hello, I am your Acebuddy |
| Acebuddy | Hello Suzanne Evennou, I'm your Ace Buddy. I'll be happy to as |
| | Whom Would You Like to Connect With? |
| Suzanne Evennou | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Suzanne Evennou | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Suzanne Evennou | Password Reset |
| Acebuddy | Please select an option below |
| Suzanne Evennou | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and m password needs to be reset and we'll share an update once th |
| | Do you need any further assistance on the topic? |
| Suzanne Evennou | Yes |
| Acebuddy | Please wait while we connect you to our Support Representativ |

| | | |
|--|-----------------|--|
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | Suzanne Evennou | Already have Ticket 667669, but need to get in immediately. O |
| | | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| | Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashut |
| | Suzanne Evennou | Thanks |
| | Ashutosh Mishra | Allow me a minute I am transferring you to another agent who |
| | | <i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i> |
| | | <i>Shivam Singh accepted the chat transfer request.</i> |
| | Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shiva |
| | Suzanne Evennou | ok |
| | Shivam Singh | Allow me 2 minutes to check the Ticket number - 667669 |
| | Suzanne Evennou | thanks |
| | Shivam Singh | As I checked the ticket, I would like to inform you that we requ |
| | | Let me share the email for the password reset authorization |
| | Suzanne Evennou | From who? |
| | Shivam Singh | Kindly get it approved by any of the POC |
| | Suzanne Evennou | Haven't received anything |
| | Shivam Singh | I will share the email right away |
| | | Kindly allow me 2 minutes to share the same |
| | Suzanne Evennou | Thanks. Working on approval |
| | Shivam Singh | Authorization Mail has been shared. Please check |
| | | great |
| | | As soon as we receive the reply, we will go on and provide you |
| | Suzanne Evennou | I see it has been approved |
| | Shivam Singh | Great |
| | | Allow me 3-5 minutes to do it. |
| | Suzanne Evennou | thanks |
| | Shivam Singh | HI Suzanne, kindly check the mail. |
| | | I have shared the password. |
| | Suzanne Evennou | i see it thanks |
| | Shivam Singh | Could you please check and confirmed, if that worked? |
| | | Are we still connected here? |

| | |
|--|---|
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. (1-888-415-5240) if any further assistance is required. |
| Shivam Singh has ended this chat session | |

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73953 fady.hocheimy
Email: fady.hocheimy@mfhgroup.com ☎ +2207751010
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 5 Secs
City: FAJARA
State: Banjul
Country: GAMBIA

Chat Transcript

| | |
|---------------|---|
| fady.hocheimy | Hello, I am your Acebuddy |
| Acebuddy | Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assis |
| | Whom Would You Like to Connect With? |
| fady.hocheimy | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| fady.hocheimy | I'd like to report an Issue |

| | | |
|--|---------------|---|
| | Acebuddy | Please select an option! |
| | fady.hocheimy | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | fady.hocheimy | Other QB related issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to |
| | fady.hocheimy | not opening |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Kataria accepted the chat transfer request.</i> |
| | fady.hocheimy | hi |
| | | how ru |
| | | <i>Shubham Kataria is transferring the chat to Sharath Kumar.</i> |
| | | QB issue.. not opening |
| | | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar |
| | | Hi Fady, please allow me a moment to sign into the server and |
| | fady.hocheimy | ok |
| | | MFH GROUP |
| | Sharath Kumar | Thank you for the patience |
| | fady.hocheimy | ok |
| | | now saying there is a crirical update |
| | | critical |
| | Sharath Kumar | Yes, I see that too |
| | | Am working on it |
| | fady.hocheimy | here is the error |
| | | <i>2:27:16 PMfady.hocheimy is sharing a file with you</i> <i>Screenshot 2025-03-12 at 8.56.57 AM.png</i> - (<i>Size:466.36 KB</i>) |
| | | <i>2:28:04 PMfady.hocheimy is sharing a file with you</i> <i>Screenshot 2025-03-12 at 8.57.51 AM.png</i> - (<i>Size:167.89 KB</i>) |
| | Sharath Kumar | That was helpful, thank you! Could you please close quickbook minutes |
| | | I will quickly update QB and install the pending updates |
| | fady.hocheimy | ok |

| | | |
|--|---------------|--|
| | | 1 sec |
| | Sharath Kumar | was there any recent changes made to QBs that you are aware of? |
| | fady.hocheimy | ok i am out |
| | | we had an issue yesterday with our file. so we restored from Backup and |
| | | all worked fine till we closed at 10pm.. and i did a backup |
| | Sharath Kumar | Got it, for some reason the QuickBooks service did not start. I will be |
| | | checking to see if that did the trick |
| | fady.hocheimy | ok |
| | Sharath Kumar | Allright, I have made appropriate changes on the server. You may now |
| | | Try opening QB and let me know the result |
| | fady.hocheimy | ok |
| | | still shows there is a critical update |
| | | <i>2:34:39 PM</i> fady.hocheimy is sharing a file with you Screenshot 2025-03-12 at 9.04.28 AM.png - (Size:373.15 KB) |
| | | i am login in |
| | Sharath Kumar | that is just an information, you may proceed by clicking ok |
| | fady.hocheimy | let me check for updates |
| | Sharath Kumar | This should be a glitch as I checked the updates already and it says |
| | fady.hocheimy | let me log out and back and see |
| | Sharath Kumar | sure, take your time |
| | fady.hocheimy | says pending updates.. let me restart QB |
| | Sharath Kumar | could you provide a screenshot of this too |
| | fady.hocheimy | one sec |
| | | seems ok now |
| | Sharath Kumar | glad to hear that, anything else that I may assist you with? |
| | fady.hocheimy | let me confirm one more time |
| | | seems ok now |
| | | thanks |
| | Sharath Kumar | alright! I am going to keep a ticket open for you anyway, as the |
| | fady.hocheimy | thanks |
| | Sharath Kumar | If anything happens you can simply reply to my email that you are facing |
| | | the issue |
| | | You may end this chat now. Once you end this chat, you will receive an |

| | |
|---------------|---|
| | conversation, along with a ticket number and survey feedback |
| | I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks! |
| | Note: You may change/reset your server password on your owr (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acec |
| | Thank you for choosing ACE cloud Hosting, you have a wonder |
| fady.hocheimy | take care |
| | bye |

Sharath Kumar has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74227 Maureen Gaerlan
Email: maureenpgaerlan@gmail.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: SAN ROQUE
State: Pampanga
Country: PHILIPPINES

Chat Transcript

| | |
|-----------------|---------------------------|
| Maureen Gaerlan | Hello, I am your Acebuddy |
|-----------------|---------------------------|

| | | |
|--|-----------------|--|
| | Acebuddy | Hello Maureen Gaerlan, I'm your Ace Buddy. I'll be happy to as |
| | | Whom Would You Like to Connect With? |
| | Maureen Gaerlan | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Maureen Gaerlan | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Maureen Gaerlan | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to |
| | Maureen Gaerlan | RDP screen blacked out |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| | Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Roha |
| | | Hello Maureen, How are you doing today ? |
| | | I will surely help you with this issue. |
| | Maureen Gaerlan | Hi Rohan, I ma doing well today. Regarding my issues, I was us screen is blacked. The last time I experience this was last year back normal after 15hrs of checking. |
| | Rohan Prajapati | Maureen, So, you have faced the same issue last year right ? |
| | Maureen Gaerlan | yes |
| | Rohan Prajapati | Thanks for the confirmation ! |
| | | Kindly allow me 4-5 minutes to check the same. |
| | | May I know if any other user is facing the same issue or its just |
| | Maureen Gaerlan | it looks like it just me just like last year |
| | Rohan Prajapati | Thanks for the confirmation ! |
| | Maureen Gaerlan | i already shut down the laptop but nothing chnages |
| | Rohan Prajapati | Please try to login back |
| | | Have you logged in back ? |
| | Maureen Gaerlan | yes but it just the same |
| | Rohan Prajapati | May I take the remote access of your local computer? |
| | Maureen Gaerlan | no problem, but how will you do that? is there anything neede |
| | Rohan Prajapati | Kindly Copy and Paste the below link in any browser of your Lo |

| | |
|-----------------|--|
| | https://assist.acecloudhosting.com/join/9832552645 |
| | Prior providing the access, I would suggest you to close any im |
| Maureen Gaerlan | were you able to get in? |
| Rohan Prajapati | Not yet. Please download the file and double click on the dower |
| | 9:15:32 PMRohan Prajapati is sharing a file with you image.png - (Size:21.16 KB) |
| | Please confirm the request |
| | We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat. |
| | Is there anything else I may help you with ? |
| Maureen Gaerlan | nothing |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Thank you for choosing ACE cloud Hosting, you have a wonder |
| | You may end this chat now. Once you end this chat, you will receive conversation, along with a ticket number and survey feedback I request you to kindly spare a moment to fill that out for me so working. I will appreciate that. or you may send your feedback Thanks! Note: You may change/reset your server password on your own (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com) |

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acecloudhosting

Visitor Details

#74632 Remote

Email: remote@momiitrass.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: AL AHMADI

State: Hawalli

Country: KUWAIT

Chat Transcript -----

| | |
|----------|--|
| Remote | Hello, I am your Acebuddy |
| Acebuddy | Hello Remote, I'm your Ace Buddy. I'll be happy to assist y |
| | Whom Would You Like to Connect With? |
| Remote | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Remote | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Remote | Password Reset |
| Acebuddy | Please select an option below |
| Remote | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com ar the password needs to be reset and we'll share an update |
| | Do you need any further assistance on the topic? |
| Remote | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session

