

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 3:44:46 AM

#81963 matt
Email: matt@myhreco.com 📞 310-210-2191
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: CULVER CITY
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 41 Secs

| | | |
|---|--|--------------------|
| matt | Hello, I am your Acebuddy | 26 Sep, 3:44:47 AM |
| Acebuddy | Hello Matt, I'm your Ace Buddy. I'll be happy to assist you! | 3:44:48 AM |
| | Whom Would You Like to Connect With? | 3:44:48 AM |
| matt | Technical Support (QB & App Hosting) | 3:44:56 AM |
| Acebuddy | Welcome to Ace Support. | 3:44:56 AM |
| | Please chose an option : | 3:44:56 AM |
| matt | I'd like to report an Issue | 3:45:01 AM |
| Acebuddy | Please select an option! | 3:45:01 AM |
| matt | QuickBooks Issue | 3:45:07 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 3:45:07 AM |
| matt | Other QB related issue | 3:45:18 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:45:18 AM |
| matt | Quickbooks app will not start up | 3:45:29 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:45:30 AM |
| Acebuddy (bot) forwarded the chat request | | 3:45:30 AM |

| | | |
|--------------------|---|------------|
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 3:46:07 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 3:46:14 AM |
| | Hello Matt | 3:46:17 AM |
| matt | Hi - thanks for your help | 3:46:29 AM |
| | I'm able to log into the remote connection fine, but the Quickbooks application won't start up. | 3:46:46 AM |
| Sujeet Kumar Suman | No worries, I will be surely assisting you with this. Kindly help me with your server name and user name? | 3:47:15 AM |
| matt | Yup, here's our account info: PC Name: Qblivepro1.myrealdata.net Gateway: RDG.myrealdata.net Username: myrealdata\signtek2.pro1 | 3:47:39 AM |
| Sujeet Kumar Suman | Thank you for the information. | 3:48:17 AM |
| | Are you the only one experiencing this issue, or are others affected as well? | 3:48:35 AM |
| matt | We only have one login. I'm not sure when is the last time anyone else has used the login. Might have been this morning or yesterday. | 3:49:10 AM |
| | Nobody mentioned having an issue to me, so I assume this is the first time it has come up. | 3:49:32 AM |
| Sujeet Kumar Suman | Thanks for sharing the information | 3:49:52 AM |
| matt | I logged in and used it fine two days ago | 3:50:01 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 3:50:52 AM |
| | Upon checking, we found that a server reboot from the backend is required for the changes to take effect. | 3:50:55 AM |
| matt | Okay | 3:51:04 AM |
| | About how long does the reboot take? | 3:51:47 AM |
| Sujeet Kumar Suman | Since you are currently on the shared server, please note that we have already sent a notification informing all the user on the server will reboot in the next 2 minutes. (Edited) | 3:52:45 AM |
| matt | Okay, sounds good - thanks | 3:53:01 AM |
| Sujeet Kumar Suman | Most welcome Matt. | 3:53:11 AM |
| matt | Should I just give it a few minutes and try again later? | 3:53:30 AM |
| Sujeet Kumar Suman | We will let you know. | 3:53:51 AM |
| matt | Okay, great | 3:54:17 AM |
| | Thanks for your help - will wait for notice back that things are restarted. | 3:54:34 AM |
| Sujeet Kumar Suman | We have rebooted the server from the backend. Once it is back online, we will inform you. | 3:54:49 AM |
| matt | sounds good - thanks for your help! | 3:55:04 AM |
| Sujeet Kumar Suman | Most welcome; it will take a few minutes to boot up. | 3:55:38 AM |
| | Thank you for your patience. | 3:56:48 AM |
| | | |

| | | |
|--|---|------------|
| | The server is back on. Please log in and let us know if you are still unable to open the QuickBooks application. | 3:56:51 AM |
| | Are we still connected here? | 3:58:18 AM |
| | Are we still connected here? | 4:00:11 AM |
| | Are we still connected here? | 4:02:22 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 4:02:26 AM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 4:02:29 AM |



Chat Transcript

Hello, I am your Acebuddy

| | |
|--|-------------------|
| Visitor Details | 9 Sep, 1:32:25 PM |
| <div>#81315 Mendy Braun</div> <div>Email: mendy@healthdirectny.com 📞 718-388-9300</div> <div>Department: Support(QB & App Hosting)</div> <div>Operator: Shubham Kataria</div> <div>Website: https://www.acecloudhosting.com/support-chat.php</div> <div>Operating System: Microsoft Windows</div> <div>Browser: Google Chrome</div> <div>Device: Desktop</div> <div>Average Response Time: 59 Secs</div> <div>City: EIN NAKUBA</div> <div>State: Jerusalem</div> <div>Country: ISRAEL</div> | |

Chat Transcript

Chat Duration : 15 Mins 16 Secs

| | | |
|-------------|---|-------------------|
| Mendy Braun | Hello, I am your Acebuddy | 9 Sep, 1:32:26 PM |
| Acebuddy | Hello Mendy Braun, I'm your Ace Buddy. I'll be happy to assist you! | 1:32:27 PM |
| | Whom Would You Like to Connect With? | 1:32:27 PM |
| Mendy Braun | Technical Support (QB & App Hosting) | 1:32:46 PM |
| Acebuddy | Welcome to Ace Support. | 1:32:46 PM |

| | | |
|-----------------|--|------------|
| | Please chose an option : | 1:32:46 PM |
| Mendy Braun | I'd like to report an Issue | 1:32:51 PM |
| Acebuddy | Please select an option! | 1:32:51 PM |
| Mendy Braun | Other Issue | 1:32:57 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:32:57 PM |
| Mendy Braun | Why did my server just shut down in middle of work by a restart ? | 1:34:04 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:34:04 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:34:04 PM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 1:34:10 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 1:34:19 PM |
| | I will be surely this. Kindly help me with your server name and user name? | 1:35:23 PM |
| Mendy Braun | Health direct | 1:35:52 PM |
| Shubham Kataria | Thank you for the information. Please allow me a minute to check the same. | 1:36:24 PM |
| | Thank you for your patience. | 1:40:08 PM |
| | I've checked with the engineer handling your ticket regarding the drive space cleanup requested by Berish. As part of the process, a server reboot was required. | 1:40:23 PM |
| | Unfortunately, the reboot was performed because no user were showing active on our end at the time. We sincerely apologize for any disruption this may have caused. | 1:40:55 PM |
| Mendy Braun | So why didnt he ask me to close properly and log out ? | 1:41:17 PM |
| | How can that be that he didnt see on his end ? | 1:41:53 PM |
| Shubham Kataria | It's possible that there was a glitch which caused your session to not appear as online on the server. After the drive space cleanup, a reboot was initiated as part of the process. | 1:43:34 PM |
| | I've informed the engineer not to perform any further actions on the server while you're actively working on it. | 1:43:40 PM |
| | And I really apologize for the inconvenience caused to you. | 1:44:04 PM |
| | You may continue your work. I can assure you that this won't happen again. | 1:45:59 PM |
| | Are we still connected here? | 1:47:05 PM |
| | As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:47:39 PM |
| | <i>Shubham Kataria has ended this chat session</i> | 1:47:43 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 3:43:01 AM

#82008 lauro lopez
Email: laurojr@me.com 📞 19567237245
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 22 Secs
City: SAN ANTONIO
State: Texas
Country: UNITED STATES

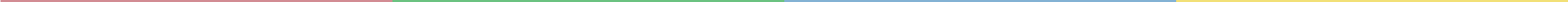
Chat Transcript

Chat Duration : 18 Mins 3 Secs

| | | |
|-------------|--|--------------------|
| lauro lopez | Hello, I am your Acebuddy | 27 Sep, 3:43:01 AM |
| Acebuddy | Hello Lauro Lopez, I'm your Ace Buddy. I'll be happy to assist you! | 3:43:02 AM |
| | Whom Would You Like to Connect With? | 3:43:02 AM |
| lauro lopez | Technical Support (QB & App Hosting) | 3:43:05 AM |
| Acebuddy | Welcome to Ace Support. | 3:43:05 AM |
| | Please chose an option : | 3:43:05 AM |
| lauro lopez | I'd like to report an Issue | 3:43:13 AM |
| Acebuddy | Please select an option! | 3:43:13 AM |
| lauro lopez | Other Issue | 3:43:18 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:43:18 AM |
| lauro lopez | i am having issues connecting to sage | 3:43:37 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:43:37 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:43:37 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 3:44:50 AM |
| | | |

| | | |
|----------------------|---|------------|
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 3:44:55 AM |
| | I deeply apologize for the inconvenience caused to you. | 3:45:01 AM |
| | I will be surely assisting you with this. | 3:45:23 AM |
| lauro lopez | thank you | 3:45:30 AM |
| Abhay Kumar Saraswat | Is this for account: Lopez and Associates PC ? | 3:45:32 AM |
| lauro lopez | yes it is | 3:45:37 AM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 3:46:00 AM |
| | Is this issue occurring only for you, or are other users on the server also experiencing it? | 3:46:06 AM |
| lauro lopez | only on this computer | 3:46:13 AM |
| | all other computers can connect | 3:46:22 AM |
| Abhay Kumar Saraswat | Thank you for confirming. | 3:46:57 AM |
| | Since when have you been experiencing this issue? | 3:47:20 AM |
| lauro lopez | just today | 3:47:28 AM |
| | it just started a few minutes ago | 3:47:35 AM |
| Abhay Kumar Saraswat | Okay. | 3:47:37 AM |
| lauro lopez | we just switched internet services. that may be the issue. but kinda strange because other computers no problem | 3:48:04 AM |
| Abhay Kumar Saraswat | Let me assist you in this. | 3:48:34 AM |
| | Kindly allow me two minutes to check the same. | 3:48:41 AM |
| lauro lopez | ok | 3:48:49 AM |
| Abhay Kumar Saraswat | Are you connected with ACE server now? | 3:49:17 AM |
| lauro lopez | mmm idk | 3:49:34 AM |
| Abhay Kumar Saraswat | No worries. | 3:49:48 AM |
| | May I take the remote access of your local computer? | 3:49:51 AM |
| lauro lopez | yes | 3:49:57 AM |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. | 3:50:43 AM |
| | https://assist.acecloudhosting.com/join/2462737386 | 3:50:52 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 3:50:56 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly | 3:52:10 AM |

| | | |
|--|---|------------|
| | give your confirmation on this chat. | |
| | Thank you for your patience. | 3:57:26 AM |
| | As you confirmed that the issue has been resolved. | 3:57:38 AM |
| | Is there anything else I may help you with ? | 3:57:41 AM |
| | Are we still connected here? | 3:58:24 AM |
| | Are we still connected here? | 3:59:07 AM |
| | Are we still connected here? | 4:00:01 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 4:01:00 AM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 4:01:05 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 6:20:49 AM

#81495 Stephanie Tan

Email: stan@carpathiancapital.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: BATASAN HILLS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 40 Mins 25 Secs

| | | |
|---------------|---|--------------------|
| Stephanie Tan | Hello, I am your Acebuddy | 13 Sep, 6:20:50 AM |
| Acebuddy | Hello Stephanie Tan, I'm your Ace Buddy. I'll be happy to assist you! | 6:20:51 AM |
| | | |

| | | |
|---------------|--|------------|
| | Whom Would You Like to Connect With? | 6:20:51 AM |
| Stephanie Tan | Technical Support (QB & App Hosting) | 6:29:14 AM |
| Acebuddy | Welcome to Ace Support. | 6:29:14 AM |
| | Please chose an option : | 6:29:14 AM |
| Stephanie Tan | I'd like to raise a Request | 6:29:20 AM |
| Acebuddy | Please select your request type. | 6:29:20 AM |
| Stephanie Tan | Application Update | 6:29:34 AM |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. | 6:29:34 AM |
| | Typically, the application update is performed overnight. | |
| | Do you need any further assistance on the topic? | 6:29:34 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 7:01:15 AM |
| | Ended due to chat idle timeout | 7:01:15 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81289 Luke Packer

Email: lpacker@redcloudmining.com ☎ +16478075627

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: TORONTO

State: Ontario

Country: CANADA

| | | |
|-------------|---|--------------------|
| Luke Packer | Hello, I am your Acebuddy | 9 Sep, 12:22:10 AM |
| Acebuddy | Hello Luke Packer, I'm your Ace Buddy. I'll be happy to assist you! | 12:22:11 AM |
| | Whom Would You Like to Connect With? | 12:22:11 AM |
| Luke Packer | Technical Support (QB & App Hosting) | 12:22:14 AM |
| Acebuddy | Welcome to Ace Support. | 12:22:14 AM |
| | Please chose an option : | 12:22:14 AM |
| Luke Packer | I'd like to raise a Request | 12:22:19 AM |
| Acebuddy | Please select your request type. | 12:22:19 AM |
| Luke Packer | Change in Applications | 12:22:30 AM |
| Acebuddy | Please select your desired option! | 12:22:30 AM |
| Luke Packer | Application Addition | 12:22:41 AM |
| Acebuddy | Please select your Application | 12:22:41 AM |
| Luke Packer | Other Application | 12:22:46 AM |
| Acebuddy | Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. | 12:22:46 AM |
| | <ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application. | 12:22:46 AM |
| | We will update you via email once the installation is complete. | 12:22:46 AM |
| | Application Addition usually takes 1-2 Hour(s) | |
| | Do you need any further assistance on the topic? | 12:22:46 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 12:59:43 AM |

Ended due to chat idle timeout

12:59:43 AM



Hello, I am your Acebuddy

Visitor Details

10 Sep, 8:38:58 PM

Visitor Details

10 Sep, 8:38:58 PM

#81389 Kevin Grecco

Email: kgrecco@mgcomputer.com ☎ 18479073700

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 41 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 2 Secs

Chat Transcript

Chat Duration : 23 Mins 2 Secs

| | | |
|----------------|---|--------------------|
| Kevin Grecco | Hello, I am your Acebuddy | 10 Sep, 8:38:59 PM |
| Acebuddy | Hello Kevin Grecco, I'm your Ace Buddy. I'll be happy to assist you! | 8:39:00 PM |
| | Whom Would You Like to Connect With? | 8:39:00 PM |
| Kevin Grecco | Technical Support (QB & App Hosting) | 8:39:21 PM |
| Acebuddy | Welcome to Ace Support. | 8:39:21 PM |
| | Please chose an option : | 8:39:21 PM |
| Kevin Grecco | I'd like to report an Issue | 8:39:27 PM |
| Acebuddy | Please select an option! | 8:39:27 PM |
| Kevin Grecco | Other Issue | 8:39:32 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:39:32 PM |
| Kevin Grecco | Can't get Ace Connect working | 8:39:47 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:39:48 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:39:48 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 8:39:52 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 8:39:56 PM |
| | Hello Kevin | 8:40:09 PM |
| | I will surely help you with this issue. | 8:40:20 PM |
| Kevin Grecco | Thank you | 8:40:40 PM |

| | | |
|----------------|--|------------|
| Shashwat Verma | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 8:40:53 PM |
| Kevin Grecco | So we are the IT that set it all up for the users, the Ace Connect app has repeatedly had issues on install and setup using the documentation the Ace onboarding team provided | 8:41:38 PM |
| | I had been told that there were some IP resolution issues in the Chicago region that might have been the cause but its very inconsistent and I'm not sure why | 8:42:33 PM |
| Shashwat Verma | Okay | 8:42:39 PM |
| | May I take the remote access of your local computer? | 8:42:46 PM |
| Kevin Grecco | Sure how would you like to do that | 8:43:23 PM |
| | this is a test computer we are trying the install on first | 8:43:34 PM |
| Shashwat Verma | I will share you the link for remote, just open in any of the PC in which you want to setup the users login for server | 8:44:13 PM |
| | Is that work for you? | 8:44:32 PM |
| Kevin Grecco | yup | 8:44:50 PM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 8:44:59 PM |
| | https://assist.acecloudhosting.com/join/5282087696 | 8:45:01 PM |
| | Kindly Click on the link and open the downloaded file. | 8:45:05 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 8:46:46 PM |
| Kevin Grecco | kk | 8:47:05 PM |
| Shashwat Verma | As per the remote session, we will reboot your local pc and let you know | 9:00:54 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:01:58 PM |
| | <i>Shashwat Verma has ended this chat session</i> | 9:02:02 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81680 sarah

18 Sep, 5:35:00 PM

Email: sarah@aghstore.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: PINYAHAN

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 51 Mins 41 Secs

| | | |
|---------------------|--|--------------------|
| sarah | Hello, I am your Acebuddy | 18 Sep, 5:35:02 PM |
| Acebuddy | Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you! | 5:35:03 PM |
| | Whom Would You Like to Connect With? | 5:35:03 PM |
| sarah | Technical Support (QB & App Hosting) | 5:35:07 PM |
| Acebuddy | Welcome to Ace Support. | 5:35:07 PM |
| | Please chose an option : | 5:35:07 PM |
| sarah | I'd like to report an Issue | 5:35:22 PM |
| Acebuddy | Please select an option! | 5:35:22 PM |
| sarah | QuickBooks Issue | 5:35:26 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:35:26 PM |
| sarah | QuickBooks Update | 5:35:31 PM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 5:35:31 PM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. | 5:35:31 PM |
| | Do you need any further assistance on the topic? | 5:35:31 PM |
| sarah | Yes | 5:35:42 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 5:35:42 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:35:42 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 5:35:52 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 5:35:58 PM |

| | | |
|---------------------|--|------------|
| sarah | Hi needing assistance to setup the email on Quickbooks | 5:36:33 PM |
| | every time I tried to send email im prompted to this pop up notif | 5:37:01 PM |
| | <i>5:37:04 PMsarah is sharing a file with you</i> image.png - (Size:22.48 KB) | 5:37:04 PM |
| Vikas Singh Chauhan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:37:24 PM |
| sarah | Staff6 | 5:37:44 PM |
| Vikas Singh Chauhan | Could you please confirm the account name ? | 5:38:02 PM |
| sarah | For QB? It's under Lexy | 5:38:17 PM |
| Vikas Singh Chauhan | No, I mean the business name. | 5:38:58 PM |
| | Is it for American Grill and Hearth ? | 5:39:02 PM |
| sarah | Yes | 5:39:08 PM |
| Vikas Singh Chauhan | Okay | 5:39:12 PM |
| | Thanks for the confirmation ! | 5:39:18 PM |
| | May I take the remote access of your local computer? | 5:39:35 PM |
| sarah | yes | 5:39:39 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 5:39:51 PM |
| sarah | yes | 5:39:59 PM |
| Vikas Singh Chauhan | https://assist.acecloudhosting.com/join/5332785581 | 5:40:14 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:40:23 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 5:54:43 PM |
| | We have just checked with Jesse over the call, she contacted for a different issue. | 5:56:41 PM |
| sarah | he said he's good now. I'll reopen the QB | 5:57:32 PM |
| Vikas Singh Chauhan | Okay | 5:57:44 PM |
| | Do you still want me to assist you for your email setup issue ? | 5:57:45 PM |
| sarah | yes | 5:57:52 PM |
| Vikas Singh Chauhan | Okay sure | 5:57:58 PM |
| | May I take the remote access of your local computer again? | 5:58:47 PM |
| sarah | yes | 5:58:54 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 5:59:01 PM |
| | https://assist.acecloudhosting.com/join/4632051372 | 5:59:03 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:59:10 PM |

| | | |
|---------------------|---|------------|
| | Is there anything else I may help you with ? | 6:23:43 PM |
| | Are we still connected here? | 6:24:16 PM |
| | Are we still connected here? | 6:25:17 PM |
| sarah | you may close this too tahnk you | 6:25:29 PM |
| Vikas Singh Chauhan | Thank you, I will send an email with ticket number for closure of the ticket. | 6:26:06 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 6:26:12 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 6:26:16 PM |
| | Have a good one. | 6:26:22 PM |

Vikas Singh Chauhan has ended this chat session

6:26:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 4:23:11 AM

#81107 Daniel Segawa

Email: dan90717@hotmail.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: TORRANCE

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 45 Secs

| | | |
|--------------------|---|-------------------|
| Daniel Segawa | Hello, I am your Acebuddy | 3 Sep, 4:23:12 AM |
| Acebuddy | Hello Daniel Segawa, I'm your Ace Buddy. I'll be happy to assist you! | 4:23:12 AM |
| | Whom Would You Like to Connect With? | 4:23:12 AM |
| Daniel Segawa | Technical Support (QB & App Hosting) | 4:23:16 AM |
| Acebuddy | Welcome to Ace Support. | 4:23:16 AM |
| | Please chose an option : | 4:23:16 AM |
| Daniel Segawa | I'd like to report an Issue | 4:23:21 AM |
| Acebuddy | Please select an option! | 4:23:21 AM |
| Daniel Segawa | QuickBooks Issue | 4:23:26 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 4:23:26 AM |
| Daniel Segawa | Other QB related issue | 4:23:30 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:23:30 AM |
| Daniel Segawa | when printing batch checks, it will print the next check on the back???? | 4:23:53 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:23:53 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:23:54 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 4:24:37 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 4:25:00 AM |
| Daniel Segawa | Hello again Sujeet | 4:25:00 AM |
| Sujeet Kumar Suman | Hello Daniel. | 4:25:11 AM |
| Daniel Segawa | advancedarmprod | 4:25:12 AM |
| | advancedarmprod | 4:25:34 AM |
| | when printing batch checks it's printing on the back | 4:25:46 AM |
| | user is ArtiM | 4:25:53 AM |
| Sujeet Kumar Suman | Thank you for the information. | 4:26:08 AM |
| Daniel Segawa | dsegawa@armdynamics.com | 4:26:21 AM |
| Sujeet Kumar Suman | May I take the remote access of arti local computer? | 4:26:27 AM |
| Daniel Segawa | yes | 4:26:33 AM |

| | | |
|--------------------|--|------------|
| Sujeet Kumar Suman | Prior providing the access, I would suggest you to close any important documents at your end. | 4:26:52 AM |
| Daniel Segawa | yes | 4:26:57 AM |
| Sujeet Kumar Suman | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2712228251 | 4:27:13 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 4:29:09 AM |
| | Thank you for your patience. | 4:54:49 AM |
| | We are still working remotely with Arti. Kindly stay connected on chat. | 4:54:51 AM |
| Daniel Segawa | thank you and have a blessed day ahead | 4:58:30 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 4:58:47 AM |
| | Is there anything else I may help you with ? | 4:58:50 AM |
| | Most welcome. | 4:59:00 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 4:59:45 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:59:48 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 4:59:53 AM |

Sujeet Kumar Suman has ended this chat session

4:59:57 AM



#81201 Christy Shalinsky

Email: cshalinsky@ipsiscan.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: 1 Min 5 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 50 Secs

| | | |
|-------------------|--|-------------------|
| Christy Shalinsky | Hello, I am your Acebuddy | 5 Sep, 7:18:30 PM |
| Acebuddy | Hello Christy Shalinsky, I'm your Ace Buddy. I'll be happy to assist you! | 7:18:31 PM |
| | Whom Would You Like to Connect With? | 7:18:31 PM |
| Christy Shalinsky | Technical Support (QB & App Hosting) | 7:18:50 PM |
| Acebuddy | Welcome to Ace Support. | 7:18:50 PM |
| | Please chose an option : | 7:18:50 PM |
| Christy Shalinsky | I'd like to report an Issue | 7:19:01 PM |
| Acebuddy | Please select an option! | 7:19:01 PM |
| Christy Shalinsky | Other Issue | 7:19:06 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:19:06 PM |
| Christy Shalinsky | My outlook on the server says it is unlicensed | 7:19:30 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:19:31 PM |
| | Acebuddy (bot) forwarded the chat request | 7:19:31 PM |
| | Manish Singh accepted the chat transfer request. | 7:20:15 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 7:20:19 PM |
| Christy Shalinsky | ok, thank you | 7:20:36 PM |
| Manish Singh | I will surely help you with this issue. | 7:20:56 PM |
| | As I can check you have O365 app for Enterprise installed on the server. | 7:21:47 PM |
| | Are you using your own license? | 7:22:00 PM |
| Christy Shalinsky | I'm not sure | 7:22:33 PM |
| | Accounting email is outlook on the server and is shared | 7:22:58 PM |

| | | |
|-------------------|--|------------|
| Manish Singh | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 7:23:12 PM |
| Christy Shalinsky | It's just me and it's happened before but i don't remember how we fixed it | 7:23:36 PM |
| Manish Singh | Alright! | 7:24:07 PM |
| | May I take the remote access of your server? | 7:24:13 PM |
| Christy Shalinsky | yes | 7:24:21 PM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 7:24:26 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 7:24:48 PM |
| Christy Shalinsky | I don't normally sign in there | 7:26:17 PM |
| Manish Singh | Ok try to reboot your server end. | 7:26:44 PM |
| Christy Shalinsky | It went through | 7:42:30 PM |
| Manish Singh | Yes, we need to repair the o365 application and as you said to do it in night hours, we will schedule the repair and notify you over the email. | 7:50:32 PM |
| | Is there anything else I may help you with ? | 7:50:38 PM |
| Christy Shalinsky | Would everyone have to be off the server to do this | 7:50:51 PM |
| Manish Singh | Yes | 7:51:02 PM |
| Christy Shalinsky | ok | 7:51:16 PM |
| Manish Singh | Alright, then we will schedule it for night hours and will inform you for the same. | 7:51:44 PM |
| | I appreciate your patience, and we will do our best to resolve this issue. | 7:52:29 PM |
| | Is there anything else I may help you with ? | 7:52:32 PM |
| | Kindly check with your local IT and Microsoft partner once in the time being. | 7:55:10 PM |
| Christy Shalinsky | Thank you | 7:55:26 PM |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:55:37 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:55:44 PM |
| | <i>Manish Singh has ended this chat session</i> | 7:56:21 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 8:09:14 PM

#82079 Rubens S Jacob
Email: seflglass@gmail.com 📞 13058233097
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 45 Secs

| | | |
|----------------|--|--------------------|
| Rubens S Jacob | Hello, I am your Acebuddy | 30 Sep, 8:09:14 PM |
| Acebuddy | Hello Rubens S Jacob, I'm your Ace Buddy. I'll be happy to assist you! | 8:09:15 PM |
| | Whom Would You Like to Connect With? | 8:09:15 PM |
| Rubens S Jacob | Technical Support (QB & App Hosting) | 8:09:33 PM |
| Acebuddy | Welcome to Ace Support. | 8:09:33 PM |
| | Please chose an option : | 8:09:33 PM |
| Rubens S Jacob | I'd like to raise a Request | 8:09:38 PM |
| Acebuddy | Please select your request type. | 8:09:38 PM |
| Rubens S Jacob | Other Request | 8:09:42 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 8:09:42 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 8:09:42 PM |
| | | |

| | | |
|--------------------|--|------------|
| Rubens S Jacob | Restart | 8:09:48 PM |
| Acebuddy | Hello Rubens S Jacob, I'm your Ace Buddy. I'll be happy to assist you! | 8:09:48 PM |
| | Whom Would You Like to Connect With? | 8:09:48 PM |
| Rubens S Jacob | Technical Support (QB & App Hosting) | 8:09:55 PM |
| Acebuddy | Welcome to Ace Support. | 8:09:55 PM |
| | Please chose an option : | 8:09:55 PM |
| Rubens S Jacob | I'd like to report an Issue | 8:09:59 PM |
| Acebuddy | Please select an option! | 8:09:59 PM |
| Rubens S Jacob | QuickBooks Issue | 8:10:03 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:10:04 PM |
| Rubens S Jacob | QuickBooks Update | 8:10:08 PM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 8:10:08 PM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. | 8:10:08 PM |
| | Do you need any further assistance on the topic? | 8:10:08 PM |
| Rubens S Jacob | Yes | 8:10:23 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 8:10:23 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:10:23 PM |
| | <i>Arun Sharma declined the transfer request.</i> | 8:10:26 PM |
| Rubens S Jacob | Thank you | 8:10:27 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 8:10:55 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 8:11:05 PM |
| Rubens S Jacob | Hello Sujeet | 8:11:09 PM |
| | Hello Ace Hosting, I am getting a message saying that starting October 14 we will no longer receive updates for QuickBooks and that we will be at risk, since we are using Windows 10. We understand that Windows is provided by you, and I would like to know what we should do about this. Thank you | 8:11:11 PM |
| Sujeet Kumar Suman | Hello Ruben | 8:11:20 PM |
| | How are you doing? | 8:11:26 PM |
| Rubens S Jacob | Good and you? | 8:11:43 PM |
| Sujeet Kumar Suman | I'm also doing well, thank you! | 8:11:58 PM |
| | We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop | |

| | | |
|--------------------|--|------------|
| | installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system. | 8:13:14 PM |
| | There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. | 8:13:35 PM |
| | The version of the operating system installed on our servers is fully compatible with your QuickBooks application. | 8:13:56 PM |
| | We regularly apply all the latest security patches and updates released by Microsoft without any delay. | 8:14:16 PM |
| | Your hosted environment remains fully secure, compliant, and optimized for performance. | 8:14:29 PM |
| | Do you have any other concerns or questions related to the QuickBooks alert? | 8:15:39 PM |
| Rubens S Jacob | Thank you very much for your explanation. Could you please send an email with that explanation to seflglass@gmail.com since the owner is concerned about this? | 8:15:45 PM |
| Sujeet Kumar Suman | Sure we will. | 8:15:56 PM |
| | Is there anything else I may help you with ? | 8:16:00 PM |
| | Are we still connected here? | 8:17:07 PM |
| Rubens S Jacob | yes | 8:17:37 PM |
| | I have a question abut bank feeds | 8:17:48 PM |
| | Can you take control over my computer in order to show you the alert? | 8:18:22 PM |
| Sujeet Kumar Suman | Yes , please. | 8:18:22 PM |
| Rubens S Jacob | User: Margarita | 8:18:41 PM |
| Sujeet Kumar Suman | Yeah, off course, allow me a moment. | 8:19:10 PM |
| | Kindly close all important tabs and documents for not to breach any security concern. | 8:19:39 PM |
| Rubens S Jacob | Ok | 8:19:43 PM |
| | Please allow me two minutes | 8:19:58 PM |
| Sujeet Kumar Suman | Sure, please take your time | 8:20:09 PM |
| Rubens S Jacob | thank you | 8:21:08 PM |
| | Please go aheader | 8:21:08 PM |
| Sujeet Kumar Suman | Kindly approve. | 8:21:23 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 8:22:23 PM |
| | Thank you for your patience. | 8:37:04 PM |
| | As checked, we found that some updates for QuickBooks are pending. We will update the QuickBooks application after 4:00 PM EST and will inform you once all your concerns have been addressed. | 8:38:07 PM |
| | Are we still connected here? | 8:40:27 PM |

| | | |
|--------------------|--|------------|
| Rubens S Jacob | Thank you | 8:40:30 PM |
| | Please let us know seflglass@gmail.com | 8:40:44 PM |
| | Thank you. Have a great day. God bless you!! | 8:40:54 PM |
| Sujeet Kumar Suman | Sure, we will proceed once the chat ends." | 8:41:29 PM |
| | Same to you. | 8:41:40 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 8:41:52 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:41:55 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 8:41:58 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 8:42:00 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81409 KEITH

Email: ks.partsfast@gmail.com 📞 7133203009

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

11 Sep, 6:04:31 AM

City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 56 Secs

| | | |
|----------------|--|--------------------|
| KEITH | Hello, I am your Acebuddy | 11 Sep, 6:04:32 AM |
| Acebuddy | Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you! | 6:04:33 AM |
| | Whom Would You Like to Connect With? | 6:04:33 AM |
| KEITH | Technical Support (QB & App Hosting) | 6:04:36 AM |
| Acebuddy | Welcome to Ace Support. | 6:04:36 AM |
| | Please chose an option : | 6:04:36 AM |
| KEITH | I'd like to report an Issue | 6:04:42 AM |
| Acebuddy | Please select an option! | 6:04:42 AM |
| KEITH | QuickBooks Issue | 6:04:45 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:04:45 AM |
| KEITH | QuickBooks Update | 6:04:49 AM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 6:04:49 AM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. | 6:04:49 AM |
| | Do you need any further assistance on the topic? | 6:04:49 AM |
| KEITH | Yes | 6:05:00 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 6:05:00 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:05:00 AM |
| | <i>Ankit declined the transfer request.</i> | 6:05:09 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 6:05:18 AM |
| KEITH | OPENING UP A NEW CHAT ON THE LOCAL | 6:05:24 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 6:05:32 AM |
| KEITH | YOUR ALREADY HELPING ME | 6:05:39 AM |
| Anjainay Singh | Hello KS , how are you? | 6:07:03 AM |
| KEITH | FINE. LET ME KNOW AFTER YOUR DONE HELPING ME WITH THE UPDATES AND WHEN I CAN LOG IN | 6:07:39 AM |
| Anjainay Singh | | |

| | | |
|----------------------|--|------------|
| | Sure let me transfer the chat to the previous agent who was assisting you with the issue. | 6:08:06 AM |
| KEITH | OH OK | 6:08:13 AM |
| | SORRY | 6:08:20 AM |
| | <i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i> | 6:08:25 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 6:08:29 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 6:08:35 AM |
| KEITH | HELLO, | 6:08:56 AM |
| Abhay Kumar Saraswat | I was looking for you on my chat but didn't get any response. | 6:09:04 AM |
| KEITH | I OPEND THE CHAT BACK UP ON LOCAL | 6:09:06 AM |
| | IT KNOCKED ME OFF THE SERVER CHAT | 6:09:18 AM |
| Abhay Kumar Saraswat | Hello Keith. | 6:09:20 AM |
| | Okay, no worries. | 6:09:35 AM |
| KEITH | DO YOU KNOW WHY IT DOES NOT ALLOW THE SYSTEM TO DO THE UPDATES???? SEEMS LIKE THOSE 2 UPDATES ALWAYS NEED ASSISTANCE | 6:11:01 AM |
| Abhay Kumar Saraswat | Some backend updates need to be applied, which have been released by Intuit. | 6:13:23 AM |
| KEITH | OK. NO WORRIES | 6:13:40 AM |
| | CAN I STEP AWAY FOR 2 MINUTES | 6:13:51 AM |
| Abhay Kumar Saraswat | Sure. | 6:13:58 AM |
| | Take your time. | 6:14:01 AM |
| | I'm still updating the pending updates for you. Please stay with me. | 6:21:43 AM |
| KEITH | OK NO WORRIES. ILL TAKE ANOTHER 2 MIUTES | 6:22:03 AM |
| Abhay Kumar Saraswat | Sure. | 6:22:10 AM |
| | Please allow me 5 more minutes. | 6:28:26 AM |
| KEITH | NO WORRIES | 6:29:11 AM |
| Abhay Kumar Saraswat | Thank you for your patience. | 6:30:24 AM |
| | Please stay with me for few more minutes. | 6:30:34 AM |
| KEITH | OF COURSE | 6:31:06 AM |
| Abhay Kumar Saraswat | Thank you for your patience. | 6:36:13 AM |
| | All pending updated has been completed from our end. | 6:36:32 AM |
| | | |

| | | |
|----------------------|--|------------|
| | 6:36:38 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:36.62 KB) | 6:36:38 AM |
| | You can jump on the server and test. | 6:36:51 AM |
| KEITH | OK | 6:37:10 AM |
| Abhay Kumar Saraswat | Yes. | 6:37:15 AM |
| KEITH | IM GETTING A POP UP. CAN YOU COME ONTO SERVER AND SEE WHAT THIS IS | 6:38:14 AM |
| Abhay Kumar Saraswat | Sure. | 6:38:25 AM |
| | I'm disconnecting the server remote. And sending you the remote on your local PC. | 6:39:39 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 6:39:51 AM |
| KEITH | OK | 6:39:52 AM |
| Abhay Kumar Saraswat | https://assist.acecloudhosting.com/join/9562087697 | 6:40:02 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:40:07 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:41:04 AM |
| | Thank you for your patience. | 6:49:15 AM |
| | As we discussed over the remote that we'll re-install the Adobe and will update you once it is done. | 6:49:42 AM |
| | Is there anything else I may help you with ? | 6:49:45 AM |
| | Are we connected here? | 6:50:44 AM |
| KEITH | WE ARE GOOD | 6:50:50 AM |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 6:51:05 AM |
| KEITH | I WILL DISCONNECT NOW | 6:51:09 AM |
| Abhay Kumar Saraswat | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | 6:51:21 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:51:24 AM |
| | Abhay Kumar Saraswat has ended this chat session | 6:51:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 6:14:53 PM


#81681 Khushi
Email: khusbhu.kachwala@ramhotels.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: 29 Secs
City: SURAT
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 35 Secs

| | | |
|---------------|--|--------------------|
| Khushi | Hello, I am your Acebuddy | 18 Sep, 6:14:56 PM |
| Acebuddy | Hello Khushi, I'm your Ace Buddy. I'll be happy to assist you! | 6:14:58 PM |
| | Whom Would You Like to Connect With? | 6:14:58 PM |
| Khushi | Sales & Solutions | 6:15:06 PM |
| Acebuddy | Please wait while we connect you to one of our Sales Representative. | 6:15:06 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:15:06 PM |
| | <i>Rishabh Gogia accepted the chat transfer request.</i> | 6:15:10 PM |
| Rishabh Gogia | Hi Khushi! | 6:15:19 PM |
| Khushi | Hi Gogia | 6:15:20 PM |
| Rishabh Gogia | How can I help you today? | 6:15:24 PM |
| Khushi | I am facing issue with remote desktop | 6:15:44 PM |
| | Can you please look into it | 6:15:50 PM |

| | | |
|---------------|--|------------|
| | It's not opening | 6:16:01 PM |
| Rishabh Gogia | Can you confirm your client ID (CID) with us? | 6:16:12 PM |
| Khushi | Sure just a sec | 6:16:22 PM |
| | Server name : RHM.myrealddata.net | 6:16:57 PM |
| | Username: - myrealddata\Vishal_RHM | 6:17:05 PM |
| Rishabh Gogia | Thank you. | 6:17:24 PM |
| | <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> | 6:17:28 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 6:18:04 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 6:18:37 PM |
| | I will surely help you with this issue. | 6:18:54 PM |
| Khushi | okay sure | 6:19:03 PM |
| Manish Singh | May I know your username? | 6:19:44 PM |
| Khushi | Username: - myrealddata\Vishal_RHM | 6:19:52 PM |
| Manish Singh | And is this the first time you are facing this issue and is the issue faced by other users too? | 6:20:12 PM |
| Khushi | No it is first time | 6:20:30 PM |
| Manish Singh | Kindly allow me two minutes to check the same. | 6:21:02 PM |
| Khushi | Sure | 6:21:13 PM |
| Manish Singh | May I take the remote access of your local computer? | 6:23:17 PM |
| Khushi | Yes sure | 6:23:41 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/6372095222 | 6:23:54 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:23:58 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 6:24:00 PM |
| Khushi | Its done | 6:25:48 PM |
| | You can proceed | 6:25:55 PM |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:26:17 PM |
| Khushi | Hello | 6:32:10 PM |
| Manish Singh | As the issue is resolved. | 6:32:18 PM |
| | Is there anything else I may help you with ? | 6:32:20 PM |
| Khushi | No Thanks | 6:32:52 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 6:32:56 PM |
| | | |

| | | |
|--|---|------------|
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:33:03 PM |
| Khushi | It's done | 6:33:11 PM |
| | You tooo | 6:33:13 PM |
| Manish Singh | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 6:33:19 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Manish Singh has ended this chat session</i> | 6:33:31 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 7:54:13 PM

#81979 Justin (Ntiva Support)

Email: majorj@ntiva.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: BOLINGBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 7 Secs

| | | |
|------------------------|---------------------------|--------------------|
| Justin (Ntiva Support) | Hello, I am your Acebuddy | 26 Sep, 7:54:14 PM |
| | | |

| | | |
|------------------------|--|------------|
| Acebuddy | Hello Justin (ntiva Support), I'm your Ace Buddy. I'll be happy to assist you! | 7:54:15 PM |
| | Whom Would You Like to Connect With? | 7:54:15 PM |
| Justin (Ntiva Support) | Technical Support (QB & App Hosting) | 7:54:44 PM |
| Acebuddy | Welcome to Ace Support. | 7:54:44 PM |
| | Please chose an option : | 7:54:44 PM |
| Justin (Ntiva Support) | I'd like to raise a Request | 7:54:54 PM |
| Acebuddy | Please select your request type. | 7:54:54 PM |
| Justin (Ntiva Support) | Password Reset | 7:55:08 PM |
| Acebuddy | Please select an option below | 7:55:08 PM |
| Justin (Ntiva Support) | Not Enrolled to Selfcare Portal | 7:55:16 PM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 7:55:16 PM |
| | Do you need any further assistance on the topic? | 7:55:16 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:31:21 PM |

Ended due to chat idle timeout

8:31:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 12:14:19 AM

#81139 Kareb

Email: administration@feuerhelmlanger.com ☎ 651-646-6346

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 49 Secs

| | | |
|--------------|--|--------------------|
| Kareb | Hello, I am your Acebuddy | 4 Sep, 12:14:20 AM |
| Acebuddy | Hello Karen, I'm your Ace Buddy. I'll be happy to assist you! | 12:14:20 AM |
| | Whom Would You Like to Connect With? | 12:14:20 AM |
| Kareb | Technical Support (QB & App Hosting) | 12:14:33 AM |
| Acebuddy | Welcome to Ace Support. | 12:14:33 AM |
| | Please chose an option : | 12:14:33 AM |
| Kareb | I'd like to report an Issue | 12:14:38 AM |
| Acebuddy | Please select an option! | 12:14:38 AM |
| Kareb | Password Reset | 12:14:42 AM |
| Acebuddy | Please select an option below | 12:14:43 AM |
| Kareb | Not Enrolled to Selfcare Portal | 12:14:46 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 12:14:46 AM |
| | Do you need any further assistance on the topic? | 12:14:46 AM |
| Kareb | Yes | 12:16:01 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:16:01 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:16:01 AM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 12:16:10 AM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 12:16:23 AM |
| | Hello . how are you doing | 12:16:52 AM |
| Kareb | Hi. I am getting a prompt to change my password, but it will not let me change it. | 12:17:18 AM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:17:56 AM |
| Kareb | Grace Franchise Operating Company, Inc. | 12:18:27 AM |
| Sanyam Madan | May I take the remote access of your local computer? | 12:18:33 AM |
| Kareb | myrealdata\KarenK.pro1 | 12:18:40 AM |
| | yes | 12:18:43 AM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. | 12:18:54 AM |
| Kareb | ok | 12:19:05 AM |
| Sanyam Madan | https://assist.acecloudhosting.com/join/2132202476 | 12:19:05 AM |

| | | |
|--------------|--|-------------|
| | Kindly paste this link in the browser of local computer and join the session. | 12:19:09 AM |
| Kareb | I remote into the computer that I need help with. | 12:19:26 AM |
| Sanyam Madan | Kindly paste this link in the browser of local computer and join the session. | 12:19:56 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 12:21:14 AM |
| | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request. (Edited) | 12:25:46 AM |
| | Are we still connected here? | 12:27:21 AM |
| | Are we still connected here? | 12:29:05 AM |
| | Are we still connected here? | 12:31:02 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:31:07 AM |

Sanyam Madan has ended this chat session

12:31:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81586 Melissa Banuelos

Email: melissab_hub@yahoo.com 📞 15124618647

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: LEANDER

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 26 Secs

| | | |
|--------------------|--|--------------------|
| | | |
| Melissa Banuelos | Hello, I am your Acebuddy | 16 Sep, 8:38:36 PM |
| Acebuddy | Hello Melissa Banuelos, I'm your Ace Buddy. I'll be happy to assist you! | 8:38:36 PM |
| | Whom Would You Like to Connect With? | 8:38:36 PM |
| Melissa Banuelos | Technical Support (QB & App Hosting) | 8:39:01 PM |
| Acebuddy | Welcome to Ace Support. | 8:39:01 PM |
| | Please chose an option : | 8:39:01 PM |
| Melissa Banuelos | I'd like to report an Issue | 8:39:07 PM |
| Acebuddy | Please select an option! | 8:39:07 PM |
| Melissa Banuelos | QuickBooks Issue | 8:39:11 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:39:11 PM |
| Melissa Banuelos | QuickBooks is Frozen | 8:39:18 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 8:39:18 PM |
| | Was that helpful? | 8:39:18 PM |
| Melissa Banuelos | No | 8:39:22 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 8:39:22 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:39:22 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 8:39:56 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 8:40:03 PM |
| | Hello Melissa | 8:40:14 PM |
| Melissa Banuelos | Company Name: Melissa Banuelos, this is Melissa Banuelos. Quickbooks will not open and I have tried unfreezing it several times as well as logging off and back on. Can you please reset it? | 8:41:12 PM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 8:41:33 PM |
| | Let me check, I will surely help you with this issue. | 8:41:59 PM |
| | Are you the only one experiencing this issue, or are others affected as well? | 8:42:48 PM |
| Melissa Banuelos | I don't know | 8:42:57 PM |
| Sujeet Kumar Suman | Are you experiencing freezing issues while accessing a particular company file, or does it happen with all company files? | 8:44:16 PM |
| Melissa Banuelos | I can't get quickbooks to open at all and have been trying for over 45 minutes. | 8:44:42 PM |
| | can you please reset? I am wasting a lot of time that I need to be working. | 8:44:56 PM |
| Sujeet Kumar Suman | We apologize for the inconvenience | 8:45:03 PM |
| | May I take the remote access of your server? | 8:45:28 PM |
| | | |

| | | |
|--------------------|---|------------|
| Melissa Banuelos | yes | 8:45:35 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 8:45:43 PM |
| | Kindly approve the request. | 8:46:21 PM |
| Melissa Banuelos | approve | 8:46:26 PM |
| | Those are the same steps I have tried several times. | 8:49:02 PM |
| | Can you please reset the server? | 8:49:17 PM |
| Sujeet Kumar Suman | Allow me a moment, we are checking from the back end. | 8:49:29 PM |
| | Thank you for your patience. | 8:57:38 PM |
| | As checked from the back end, we need to reboot the server for the changes to take effect. | 8:57:39 PM |
| Melissa Banuelos | Please as I've been asking that since the beginning. | 8:58:15 PM |
| Sujeet Kumar Suman | We completely understand your situation; however, we need to follow the procedure to perform the required steps. | 8:59:33 PM |
| Melissa Banuelos | How long do I need to wait before trying again? | 9:00:13 PM |
| Sujeet Kumar Suman | We are waiting for the other users to log off from the server. Once they log off, we will proceed with the server reboot. | 9:01:52 PM |
| | Alternatively, we will wait for 2 more minutes, after which we will reboot the server from the back end. | 9:02:22 PM |
| | The server has now been rebooted. Once it is back online, we will let you know. | 9:04:57 PM |
| | We really appreciate your patience and cooperation. | 9:05:22 PM |
| | The server is back online. Please log in and let us know if you are still facing any issues. | 9:06:32 PM |
| Melissa Banuelos | Yes, it seems to be working now, thank you. | 9:08:08 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 9:08:15 PM |
| | Is there anything else I may help you with ? | 9:08:18 PM |
| Melissa Banuelos | no thank you. | 9:08:42 PM |
| Sujeet Kumar Suman | Most welcome, Melissa. | 9:08:48 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 9:08:54 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:08:58 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | 9:08:59 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 3:00:16 PM


#81319 Steve Frisbie
Email: sfrisbie@ifsgroupusa.com 📞 18165478338
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins

| | | |
|---------------|--|-------------------|
| Steve Frisbie | Hello, I am your Acebuddy | 9 Sep, 3:00:17 PM |
| Acebuddy | Hello Sfrisbie, I'm your Ace Buddy. I'll be happy to assist you! | 3:00:18 PM |
| | Whom Would You Like to Connect With? | 3:00:18 PM |
| Steve Frisbie | Technical Support (QB & App Hosting) | 3:00:29 PM |
| Acebuddy | Welcome to Ace Support. | 3:00:30 PM |
| | Please chose an option : | 3:00:30 PM |
| Steve Frisbie | I'd like to report an Issue | 3:00:41 PM |
| Acebuddy | Please select an option! | 3:00:41 PM |
| Steve Frisbie | QuickBooks Issue | 3:00:45 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 3:00:45 PM |

| | | |
|---------------|---|------------|
| Steve Frisbie | QuickBooks Login Issue | 3:00:53 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 3:00:54 PM |
| | Was that helpful? | 3:00:54 PM |
| Steve Frisbie | No | 3:01:00 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 3:01:00 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:01:00 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 3:01:58 PM |
| | <i>Vikas Singh Chauhan is transferring the chat to Yash Ahi.</i> | 3:02:15 PM |
| | <i>Yash Ahi accepted the chat transfer request.</i> | 3:02:17 PM |
| Yash Ahi | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today. | 3:02:23 PM |
| Steve Frisbie | I am loggin as admin and am trying to go into single user mode. It won't let me because it said that admin was al ready signed in. I signed out and in again but still it won't let me can you help me get to single user mode? | 3:03:00 PM |
| Yash Ahi | I will surely help you with that Steve. | 3:03:36 PM |
| | This message has been deleted | 3:03:41 PM |
| | Could you please help me with your server name or business name? | 3:03:54 PM |
| Steve Frisbie | IFSUSA | 3:04:12 PM |
| Yash Ahi | Thankyou for the information. | 3:04:25 PM |
| | Kindly allow me two minutes to check the same. | 3:04:27 PM |
| | Thank you for your patience. | 3:07:36 PM |
| | May I take the remote access of your server? | 3:07:43 PM |
| Steve Frisbie | yes | 3:07:48 PM |
| Yash Ahi | It seems like it is working now | 3:09:05 PM |
| | You were able to switch company file to single user mode. | 3:09:25 PM |
| Steve Frisbie | Sorry, I don't know what happend. Thanks, Good Bye. | 3:10:24 PM |
| Yash Ahi | My pleasure. | 3:10:26 PM |
| | Is there anything else I may help you with ? | 3:10:28 PM |
| | Are we still connected here? | 3:13:19 PM |
| | Are we still connected here? | 3:15:07 PM |
| | Are we still connected here? | 3:16:49 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 3:20:12 PM |
| | | |

| | | |
|--|---|------------|
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 3:20:14 PM |
| | <i>Yash Ahi has ended this chat session</i> | 3:20:18 PM |
| <div></div> | | |

Chat Transcript

I have been trying all week to get someone to give me access to Excel. I still do not have it.

| | |
|--|--------------------|
| Visitor Details | 26 Sep, 6:04:51 PM |
| <p>#81971 Laura</p> <p>Email: laura@familyowned.net 📞 18177263866</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Shubham Maurya</p> <p>Website: https://www.acecloudhosting.com/microsoft-365/</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 2 Mins 28 Secs</p> <p>City: HURST</p> <p>State: Texas</p> <p>Country: UNITED STATES</p> | |

Chat Transcript

Chat Duration : 1 Hour 24 Mins

| | | |
|----------------|---|--------------------|
| Laura | I have been trying all week to get someone to give me access to Excel. I still do not have it. | 26 Sep, 6:04:52 PM |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. | 6:04:53 PM |
| | Let me transfer you to our technical team to assist. | 6:05:19 PM |
| | <i>Amit is transferring the chat to Support(QB & App Hosting).</i> | 6:05:28 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 6:05:34 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 6:05:53 PM |
| Laura | I am happy to pay for Excel. It shouldn't be taking all week to grant access to me | 6:06:11 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:06:22 PM |
| Laura | laura.m1@myrealdata.net | 6:07:08 PM |

| | | |
|----------------|--|------------|
| | CID72869 | 6:07:21 PM |
| Shubham Maurya | Thanks for sharing details, please hold on let me check. | 6:08:13 PM |
| | Thanks for the patience Laura, Please do let me know if you have any existing ticket number on which you have already requested for Excel? | 6:11:16 PM |
| Laura | they didn't give me a ticket number | 6:11:52 PM |
| | Yash Sandhu (Customer Success Associate) | 6:11:53 PM |
| | that's who I have been working with | 6:11:58 PM |
| Shubham Maurya | Alright, let me try to fetch the details whether they have proceeded with the request or not please stay connected. | 6:12:48 PM |
| Laura | Thank you | 6:12:57 PM |
| Shubham Maurya | Thank you for your patience, Laura. I'm sorry, but I couldn't locate any ticket related to this request. Could you please send an email requesting Excel access to support@acecloudhosting.com | 6:24:34 PM |
| | So that we can proceed without any further delay on this. | 6:24:55 PM |
| Laura | Sent. Is this going to take another week? If so, I need to find someone else to format this file I need to upload. please advise | 6:27:00 PM |
| Shubham Maurya | Thanks for sharing it, this will only take couple of minutes If you want you can stay connected or else we will email you the confirmation. | 6:28:15 PM |
| Laura | They are looking in to it. Says they will repsond in 1-2 hours. | 6:32:06 PM |
| Shubham Maurya | Yes, I do have received your ticket for excel request with ticket number #774217 | 6:32:42 PM |
| | Please confirm only single user laura.m1@myrealdata.net want excel access? | 6:33:43 PM |
| Laura | the rest of the users already have excel. | 6:34:04 PM |
| | I am new and do not have it on my hosted environment. I do not want their access revoked. I want access given to me as well | 6:34:33 PM |
| Shubham Maurya | Noted that ! Please hold on let me proceed with the request, Once done I will update you over here. | 6:35:32 PM |
| | Thank you for your patience, Laura. We have confirmed that other users have O365 Pre-Owned licenses, which means this license is managed solely by you. Therefore, only you can add more users to it via the Microsoft Partner Portal. | 6:43:00 PM |
| Laura | Any clue on how to do that? | 6:43:34 PM |
| | I don't have access to that portal... | 6:43:45 PM |
| Shubham Maurya | Sure, let me check if we can help you with the steps on this. | 6:44:25 PM |
| | May I take the remote access of your server? | 6:46:37 PM |
| Laura | sure | 6:46:45 PM |
| Shubham Maurya | Please use email ID that you remember for the office account. | 6:48:23 PM |
| Laura | if it's Denises email. (the previous employee) I have not idea what her password would be | 6:49:10 PM |
| | not her email either. just tried that | 6:50:00 PM |

| | | |
|----------------|---|------------|
| Shubham Maurya | As per the error that we saw it refers that office license version that you have is not compatible with Ace environment. Do you have any person or IT team who takes care of your office license? | 6:51:28 PM |
| Laura | Greg handles that. | 6:53:05 PM |
| | I will reach out to him. I'm not sure how that is going to help since it is a hosted environment and the office charges are coming from Ace | 6:53:39 PM |
| Shubham Maurya | We do completely understand the urgency of this issue Laura, but according to our database, we don't have your business registered for Office 365 since the license is fully owned and managed by you. So only the person having access of Microsoft partner portal can manage that. | 6:58:06 PM |
| | Please try to check with Greg and let us know if other users are also using same license type or it's changed. | 6:58:57 PM |
| | As the email ID which you used for signing in is not having right license type. | 6:59:36 PM |
| Laura | ok | 7:00:54 PM |
| Shubham Maurya | We will keep this ticket open for you, so that once you get it checked with Greg then we can move further on this. (Edited) | 7:00:56 PM |
| | Thanks for your understanding with us, we will keep waiting for the update on ticket for your confirmation on this. | 7:02:17 PM |
| | Is there anything else I may help you with ? | 7:02:19 PM |
| Laura | Quick question. Why am I being charged for Office on my invoice, but you are not the ones maintaining it? | 7:03:23 PM |
| | ACTIVITY QTY RATE AMOUNT Private Cloud:Private Cloud Quick Books Quick Books Private Cloud (NTFH.myrealdata.net) with 5 users (myrealdata\DeniseHoagland, myrealdata\PaulaLerew, myrealdata\JoyceWilliams, myrealdata\JimmyLucas, myrealdata\MatthewMorian) and application (O365 Other) @ \$49.99/User/Month. 5% Price Increase effective 1st Mar'25 | 7:03:25 PM |
| | Or am I reading that wrong? | 7:03:33 PM |
| Shubham Maurya | This denotes that we are charging for 5 users and one application which is additionally installed on user request apart from Quickbooks (free). Still please hold on on let me get this confirm with the Billing team once as we are from server support team. | 7:11:23 PM |
| | Only Billing team can share confirmation for the above message. | 7:12:04 PM |
| | I just checked, but the billing team is currently unavailable on chat. We will forward your request to them for clarification on these charges, and you will receive an update via email under the same ticket number. You can also get back to chat after 2 hours when the billing team is available. | 7:16:18 PM |
| Laura | ok | 7:20:17 PM |
| Shubham Maurya | We understand the situation, Laura, and will prioritize following up with the billing team to ensure you receive an update as soon as possible. | 7:22:56 PM |
| | Is there anything else I may help you with ? | 7:22:59 PM |
| Laura | No. I'm good. Thank you | 7:25:57 PM |
| Shubham Maurya | You're very welcome, and I apologize again for not being able to assist you better this time Laura. | 7:27:29 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:27:50 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 5:38:51 PM

#81196 gemma
Email: gemma@am.consulting 📞 +639178137837
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 56 Secs
City: MAYSANTOL
State: Cavite
Country: PHILIPPINES

Chat Transcript

Chat Duration : 39 Mins 35 Secs

| | | |
|----------|---|-------------------|
| gemma | Hello, I am your Acebuddy | 5 Sep, 5:38:52 PM |
| Acebuddy | Hello Gemma, I'm your Ace Buddy. I'll be happy to assist you! | 5:38:54 PM |
| | Whom Would You Like to Connect With? | 5:38:54 PM |
| gemma | Technical Support (QB & App Hosting) | 5:39:01 PM |
| Acebuddy | Welcome to Ace Support. | 5:39:01 PM |
| | Please chose an option : | 5:39:01 PM |
| gemma | I'd like to report an Issue | 5:39:09 PM |
| Acebuddy | Please select an option! | 5:39:09 PM |
| gemma | QuickBooks Issue | 5:39:18 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:39:18 PM |
| gemma | QuickBooks is Frozen | 5:39:40 PM |

| | | |
|---------------------|--|------------|
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 5:39:40 PM |
| | Was that helpful? | 5:39:40 PM |
| gemma | No | 5:40:02 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 5:40:02 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:40:02 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 5:40:12 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 5:40:27 PM |
| gemma | Hi Vikas | 5:40:40 PM |
| Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. | 5:40:41 PM |
| gemma | The other day I talked to Rohan. He said I need to restart my laptop to avoid slowness of QB. How come today, I just restarted then log on to QB , but it is frozen already? | 5:42:01 PM |
| Vikas Singh Chauhan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:42:25 PM |
| gemma | ticket number 759524 | 5:42:41 PM |
| Vikas Singh Chauhan | Thank you, let me check this, please allow me 3-4 minutes. | 5:43:11 PM |
| gemma | Alliancemgmt.myrealdata.net | 5:43:14 PM |
| | user name: Gemma | 5:43:20 PM |
| Vikas Singh Chauhan | Okay, I have checked the ticket. | 5:47:34 PM |
| | Could you please let me know where exactly Quickbook is freezing ? | 5:48:15 PM |
| | Just after opening it or if you do something on Quickbook ? | 5:48:49 PM |
| gemma | would not even allow me to open a company file | 5:49:03 PM |
| | I was just able to log in, then no more | 5:49:17 PM |
| | the whole desktop is frozen | 5:49:51 PM |
| Vikas Singh Chauhan | Okay, thank you so much for the details. | 5:50:11 PM |
| | What about the server, is that also slow ? I mean the other applications ? | 5:50:36 PM |
| gemma | only QB is slow | 5:50:58 PM |
| | my Outllok is okay | 5:51:04 PM |
| | the other apps that I use a working fine | 5:51:17 PM |
| Vikas Singh Chauhan | Got it, thank you for confirmation. | 5:51:39 PM |
| | Kindly allow me 3-4 minutes to check the same. I am connecting to the server. | 5:52:08 PM |
| | May I take the remote access of your local computer? | 5:53:32 PM |
| gemma | ok | 5:53:38 PM |
| Vikas Singh Chauhan | | |

| | | |
|---|--|------------|
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:54:04 PM |
| | https://assist.acecloudhosting.com/join/6142664254 | 5:54:06 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:54:18 PM |
| | Are you facing any issue while accessing the remote link ? | 5:59:18 PM |
| | Are we still connected here? | 6:00:32 PM |
| gemma | yes, it's downloading the zoho assist | 6:01:26 PM |
| Vikas Singh Chauhan | Okay | 6:01:50 PM |
| gemma | hi Vikas, apparently my intenet connection now is really slow at 25mbs. Normally it is 170 or 165mbs | 6:04:19 PM |
| Vikas Singh Chauhan | Okay, would you like me to wait as once we have the access of your computer, we can check more and try to isolate the issue. | 6:05:35 PM |
| gemma | I will just send a chat message when my connection is better | 6:06:13 PM |
| Vikas Singh Chauhan | Low internet speed could also cause issue in launching and using the Quickbook application. | 6:06:41 PM |
| gemma | yes | 6:06:49 PM |
| Vikas Singh Chauhan | Okay, so you would like me to stay on the chat here, right ? | 6:07:16 PM |
| gemma | no, let's end this for now. | 6:07:35 PM |
| | thank you for your time | 6:08:25 PM |
| Vikas Singh Chauhan | No worries, thank you for your time and have a good one. | 6:09:23 PM |
| Vikas Singh Chauhan has ended this chat session | | 6:18:28 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81803 Casey Payne

Email: cpayne@dkmhvac.com 📞 19166524478

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

22 Sep, 11:27:55 PM

Device: Desktop
Average Response Time: 33 Secs
City: REPRESA
State: Nevada
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 1 Sec

| | | |
|--------------|--|---------------------|
| Casey Payne | Hello, I am your Acebuddy | 22 Sep, 11:27:56 PM |
| Acebuddy | Hello Casey Payne, I'm your Ace Buddy. I'll be happy to assist you! | 11:27:57 PM |
| | Whom Would You Like to Connect With? | 11:27:57 PM |
| Casey Payne | Technical Support (QB & App Hosting) | 11:28:05 PM |
| Acebuddy | Welcome to Ace Support. | 11:28:05 PM |
| | Please chose an option : | 11:28:05 PM |
| Casey Payne | I'd like to report an Issue | 11:28:11 PM |
| Acebuddy | Please select an option! | 11:28:11 PM |
| Casey Payne | Other Issue | 11:28:15 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:28:15 PM |
| Casey Payne | uniprint is not working on our workstations | 11:28:25 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:28:25 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:28:25 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 11:29:13 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 11:29:16 PM |
| | I will surely help you with this issue. | 11:29:57 PM |
| | Kindly allow me two minutes to check the same. | 11:30:00 PM |
| | We have restarted the services of Uniprint from the backend kindly check now. (Edited) | 11:32:58 PM |
| Casey Payne | checking right now | 11:33:55 PM |
| | It's working. So we restart the uniprint service from task manager if this happens again? | 11:35:21 PM |
| | On the admin account? | 11:35:27 PM |
| Manish Singh | No, this will not happen again it was from the Uniprint server. | 11:35:57 PM |
| | Let us know if you will face any issue, we would be happy to assist you. | 11:36:20 PM |
| Casey Payne | Thanks for the help | 11:36:31 PM |
| Manish Singh | Is there anything else I may help you with ? | 11:36:33 PM |
| Casey Payne | | |

| | | |
|--------------|---|-------------|
| | Nope we are good. | 11:36:42 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 11:36:48 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:36:53 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 11:36:56 PM |

Manish Singh has ended this chat session

11:36:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 9:45:36 PM


#81168 Kristen Pollard
Email: kristenp@setacorporation.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: SATSUMA
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 31 Secs

| | | |
|-----------------|---------------------------|-------------------|
| Kristen Pollard | Hello, I am your Acebuddy | 4 Sep, 9:45:37 PM |
|-----------------|---------------------------|-------------------|

| | | |
|-----------------|--|-------------|
| Acebuddy | Hello Kristen Pollard, I'm your Ace Buddy. I'll be happy to assist you! | 9:45:38 PM |
| | Whom Would You Like to Connect With? | 9:45:38 PM |
| Kristen Pollard | Technical Support (QB & App Hosting) | 9:45:52 PM |
| Acebuddy | Welcome to Ace Support. | 9:45:52 PM |
| | Please chose an option : | 9:45:52 PM |
| Kristen Pollard | I'd like to report an Issue | 9:45:56 PM |
| Acebuddy | Please select an option! | 9:45:56 PM |
| Kristen Pollard | Other Issue | 9:46:02 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:46:02 PM |
| Kristen Pollard | I cannot access the Ace Cloud account set up for me, it needs to be MAC friendly | 9:46:25 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:46:26 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:46:26 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 9:46:34 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 9:46:39 PM |
| Kristen Pollard | Hello | 9:46:51 PM |
| Manish Singh | I will surely help you with this issue. | 9:47:04 PM |
| | May I take the remote access of your local computer? | 9:47:12 PM |
| Kristen Pollard | Thank you | 9:47:14 PM |
| Manish Singh | May I take the remote access of your local computer? | 9:48:04 PM |
| Kristen Pollard | yes | 9:48:13 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/9102748520 | 9:48:30 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:48:43 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:48:51 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:53:50 PM |
| | Once the Windows application is installed on your local system, kindly initiate the chat again so that we can help set up the account for you, as a credentials error is currently preventing the application from being installed. | 10:07:13 PM |
| | Is there anything else I may help you with ? | 10:07:46 PM |
| | Kindly contact your local IT team. | 10:08:20 PM |
| | Are we still connected here? | 10:09:13 PM |
| | Are we still connected here? | 10:10:05 PM |
| | | |

| | | |
|--|---|-------------|
| | Are we still connected here? | 10:11:03 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:11:08 PM |
| | <i>Manish Singh has ended this chat session</i> | 10:11:09 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 8:46:20 PM

#81950 david

Email: david@1800safety2.com 📞 19146983631

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: 6 Secs

City: DEDHAM

State: New York

Country: UNITED STATES

| Chat Transcript | | Chat Duration : 3 Mins 9 Secs |
|-----------------|---|-------------------------------|
| david | Hello, I am your Acebuddy | 25 Sep, 8:46:21 PM |
| Acebuddy | Hello David Krinsky, I'm your Ace Buddy. I'll be happy to assist you! | 8:46:21 PM |
| | Whom Would You Like to Connect With? | 8:46:21 PM |
| david | Technical Support (QB & App Hosting) | 8:46:31 PM |
| Acebuddy | Welcome to Ace Support. | 8:46:31 PM |
| | Please chose an option : | 8:46:31 PM |
| david | I'd like to report an Issue | 8:46:37 PM |
| Acebuddy | Please select an option! | 8:46:37 PM |
| | | |

| | | |
|--|---|------------|
| david | Other Issue | 8:46:42 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:46:42 PM |
| david | rdp connection not working | 8:46:58 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:46:58 PM |
| Acebuddy (bot) forwarded the chat request | | 8:46:58 PM |
| Shashwat Verma accepted the chat transfer request. | | 8:47:18 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 8:47:21 PM |
| | Hello David | 8:47:27 PM |
| | How are you? (Edited) | 8:47:35 PM |
| david | sorry, i was just trying again and it worked. i'm in. thanks | 8:48:11 PM |
| Shashwat Verma | Perfect (Edited) | 8:48:22 PM |
| | Is there anything else I may help you with ? | 8:48:24 PM |
| david | no thanks | 8:49:20 PM |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 8:49:26 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:49:28 PM |

Shashwat Verma has ended this chat session

8:49:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 3 Sep, 11:15:58 PM

#81133 Dan Dan Segawa

Email: accounting@armdynamics.com ☎ 14242752415

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs


City: TORRANCE

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 14 Secs

| | | |
|----------------|--|--------------------|
| Dan Dan Segawa | Hello, I am your Acebuddy | 3 Sep, 11:15:58 PM |
| Acebuddy | Hello Dan S Segawa, I'm your Ace Buddy. I'll be happy to assist you! | 11:15:59 PM |
| | Whom Would You Like to Connect With? | 11:15:59 PM |
| Dan Dan Segawa | Technical Support (QB & App Hosting) | 11:16:02 PM |
| Acebuddy | Welcome to Ace Support. | 11:16:02 PM |
| | Please chose an option : | 11:16:02 PM |
| Dan Dan Segawa | I'd like to report an Issue | 11:16:07 PM |
| Acebuddy | Please select an option! | 11:16:07 PM |
| Dan Dan Segawa | Other Issue | 11:16:11 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:16:12 PM |
| Dan Dan Segawa | I reported a password issue, the link the agent sent me does not work | 11:16:30 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:16:30 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:16:30 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 11:16:36 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 11:16:41 PM |
| | Hello Dan , how are you doing (Edited) | 11:17:04 PM |
| Dan Dan Segawa | i requested a password reset, the link the agent sent me doesn't work | 11:17:11 PM |
| | Hello Sanyan\ | 11:17:16 PM |
| Sanyam Madan | Can you please help me with the ticket id | 11:17:47 PM |
| Dan Dan Segawa | 761164 | 11:18:02 PM |
| Sanyam Madan | Kindly allow me two minutes to check the same. | 11:18:08 PM |
| Dan Dan Segawa | forgot password > invalid user id.... | 11:20:01 PM |
| | self portal is of no use if it doesn't work | 11:20:26 PM |
| Sanyam Madan | May we take remote access to guide you through the process, so you'll be able to reset the password on your own in the future? | 11:21:00 PM |
| Dan Dan Segawa | sure | 11:21:08 PM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. | 11:21:14 PM |
| Dan Dan Segawa | yes | 11:21:20 PM |

| | | |
|--|---|-------------|
| Sanyam Madan | https://assist.acecloudhosting.com/join/5682051292 | 11:21:25 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 11:21:29 PM |
| | <i>The visitor's name, email address and phone number were changed.</i> | 11:31:55 PM |
| | Is there anything else I may help you with ? | 11:37:26 PM |
| | Are we still connected here? | 11:39:14 PM |
| | Are we still connected here? | 11:41:04 PM |
| | Are we still connected here? | 11:43:05 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 11:43:11 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 11:43:13 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 6:24:36 AM

#81051 Melinda Garces
Email: mgarces@crenshawroyalty.com 📞 2109304998
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: 47 Secs
City: SAN ANTONIO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 44 Secs

| | | |
|----------------|--|-------------------|
| Melinda Garces | Hello, I am your Acebuddy | 2 Sep, 6:24:36 AM |
| Acebuddy | Hello Melinda Garces, I'm your Ace Buddy. I'll be happy to assist you! | 6:24:37 AM |
| | | |

| | | |
|----------------|--|------------|
| | Whom Would You Like to Connect With? | 6:24:37 AM |
| Melinda Garces | Technical Support (QB & App Hosting) | 6:24:44 AM |
| Acebuddy | Welcome to Ace Support. | 6:24:44 AM |
| | Please chose an option : | 6:24:44 AM |
| Melinda Garces | I'd like to report an Issue | 6:24:52 AM |
| Acebuddy | Please select an option! | 6:24:52 AM |
| Melinda Garces | Other Issue | 6:24:57 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:24:57 AM |
| Melinda Garces | cant logout of Ace Cloud Hosting | 6:25:13 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:25:13 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:25:13 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 6:25:27 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 6:25:33 AM |
| | Hello Melinda, How are you doing today ? | 6:25:51 AM |
| Melinda Garces | I am doing well. I am not able to disconnect from the server | 6:26:13 AM |
| Rohan | Melina, Do you want to sign out yourself from the server? | 6:27:06 AM |
| Melinda Garces | yes I do. I am not sure why it is nto working. | 6:27:26 AM |
| Rohan | Okay Melinda. Is there any specific reason or you just want to sign out ? | 6:29:00 AM |
| Melinda Garces | I am done working in it. | 6:29:21 AM |
| Rohan | Thanks for the confirmation ! | 6:29:55 AM |
| | Please allow me a min | 6:30:01 AM |
| Melinda Garces | okay | 6:30:11 AM |
| Rohan | Thank you for your patience. | 6:31:23 AM |
| | We have signed out your user from the server. Additionally, since your account is being handled by the Onboarding Team, we are moving your chat to the concerned department, and you can let them know the exact issue | 6:33:56 AM |
| Melinda Garces | ok | 6:34:10 AM |
| | <i>Rohan is transferring the chat to Mayank.</i> | 6:34:28 AM |
| | just disconnect me . this is taking too long | 6:34:38 AM |
| Rohan | Melinda, I have already Signed out your user from the server. | 6:36:21 AM |
| | You can check now | 6:36:37 AM |
| Melinda Garces | nope, I am still logged in | 6:37:10 AM |
| Rohan | Please Check now | 6:37:32 AM |

| | | |
|----------------|--|------------|
| Melinda Garces | yes. now I am logged out. | 6:37:50 AM |
| | thankyou | 6:37:56 AM |
| Rohan | Is there anything else I may help you with ? | 6:37:57 AM |
| Melinda Garces | no . thank you for your help | 6:38:07 AM |
| Rohan | Thanks for the confirmation ! | 6:38:12 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:38:15 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 6:38:17 AM |

Rohan has ended this chat session

6:38:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81714 leahbeth

Email: leahbeth@earlebmoshers.com 📞 617-755-8433

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: FRAMINGHAM

State: Massachusetts

Country: UNITED STATES

19 Sep, 4:39:48 PM

Chat Transcript

Chat Duration : 10 Mins 9 Secs

| | | |
|----------------|---|--------------------|
| leahbeth | Hello, I am your Acebuddy | 19 Sep, 4:39:49 PM |
| Acebuddy | Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you! | 4:39:51 PM |
| | Whom Would You Like to Connect With? | 4:39:51 PM |
| leahbeth | Technical Support (QB & App Hosting) | 4:40:01 PM |
| Acebuddy | Welcome to Ace Support. | 4:40:01 PM |
| | Please chose an option : | 4:40:01 PM |
| leahbeth | I'd like to report an Issue | 4:40:08 PM |
| Acebuddy | Please select an option! | 4:40:08 PM |
| leahbeth | Other Issue | 4:40:12 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:40:12 PM |
| leahbeth | I am unable to connect to the remote desktop | 4:40:29 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:40:30 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:40:30 PM |
| | <i>Gaurava Tyagi declined the transfer request.</i> | 4:40:38 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 4:40:39 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 4:40:49 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 4:41:01 PM |
| leahbeth | Thank you - the system says the user account is not authorized for remote login. (even though I was on earlier today). The server is: WhitneyG.NENT@myrealddata.net | 4:41:34 PM |
| Shubham Maurya | Thanks for the details Leahbeth, We do understand the trouble this may have caused, please allow me few minutes to check the server and your account status so that I can help you accordingly. | 4:43:11 PM |
| leahbeth | great, thanks! | 4:43:20 PM |
| Shubham Maurya | You are using QbNXTENT.myrealddata.net Correct? | 4:43:30 PM |
| leahbeth | yes | 4:44:05 PM |
| Shubham Maurya | Thanks for your patience Leahbeth, As I have checked that there is some update going on with this server so that's the reason you are unable to login right now, No need to worry everything if fine at your end it's just the server is under maintenance for a while. | 4:48:21 PM |
| | You can try to login back after 30-40 minutes and it should work without any issue. | |
| leahbeth | OK, thank you for the update! | 4:48:37 PM |
| Shubham Maurya | We do apologize for the trouble Leahbeth and appreciate your understanding with us. | 4:49:00 PM |
| | | |

| | | |
|----------------|--|------------|
| | Is there anything else I may help you with ? | 4:49:02 PM |
| leahbeth | All set for now, thanks! | 4:49:34 PM |
| Shubham Maurya | Your are most welcome ! | 4:49:47 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 4:49:51 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:49:56 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 4:49:58 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81794 Jessica Martinez

Email: jessica@adducibookkeepingservices.com 📞 18607593747

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 10 Secs

City: CHESHIRE

State: Connecticut

Country: UNITED STATES

Chat Transcript


Chat Duration : 1 Hour 5 Mins

| | | |
|------------------|---|---------------------|
| Jessica Martinez | Hello, I am your Acebuddy | 22 Sep, 10:21:13 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 10:23:47 PM |
| Jessica Martinez | Ok Sujeet was going to help Elizabeth set up a new person but she got called aaway and I'm helping out. We already went to the portal and set up the user. We also gerenated the RDP but we aren't sure what to do next. He was going to log in to Sam's compouter to get it set up but they got disconnected | 10:25:12 PM |
| Ashutosh Mishra | I will surely help you with this. Please click and open the RDP file, it would ask for the credentials such as username and password. | 10:25:57 PM |
| | Once you have entered the credentials it will connect to your server. | 10:26:22 PM |
| Jessica Martinez | so I log in to that employee computer and open the rdp file and enter the users credentials that I set up in the portla and that's it? | 10:28:05 PM |
| Ashutosh Mishra | Yes, you can also open the RDP file on your computer too. | 10:28:56 PM |
| Jessica Martinez | but then how does the employee then access the server? | 10:29:40 PM |
| | it needs to be on their computer | 10:29:50 PM |
| Ashutosh Mishra | I mean to say the RDP file can be opened on any windows computer. | 10:30:59 PM |
| | Yes, the user can download the RDP file on his computer. The credentials need to be of the new user, as long as correct credentials are entered the server can be logged in from any Windows computer. | 10:33:45 PM |
| Jessica Martinez | is there a way that I can get someone to log in to his computer and do it with him? | 10:34:48 PM |
| Ashutosh Mishra | Sure I will share a link with you please inform the user to open the link in the browser and follow on screen instructions to join remote session. | 10:36:16 PM |
| | Prior providing the access, please inform user to close any important documents at his end. | 10:36:50 PM |
| Jessica Martinez | ok thanks | 10:37:08 PM |
| Ashutosh Mishra | Kindly inform user to paste this link in the browser of local computer and join the session. | 10:37:31 PM |
| | https://assist.acecloudhosting.com/join/6152492766 | 10:37:33 PM |
| Jessica Martinez | ok | 10:41:17 PM |
| Ashutosh Mishra | Please allow me to inform the server access is very convenient, the user simply has to double click on the RDP file and enter the password created during user addition and click on connect to login. | 10:42:50 PM |
| Jessica Martinez | I sent him the link. I'm just waiting to hear back that he received it and is ready for your assistance | 10:44:50 PM |
| Ashutosh Mishra | Sure | 10:46:59 PM |
| Jessica Martinez | ok he is on | 10:49:07 PM |
| | he's opening the link now or trying to at least | 10:50:04 PM |
| | this isn't working....can someone actually get on with nhim please | 10:51:47 PM |
| Ashutosh Mishra | Would it be possible if user can initiate a chat session directly? | 10:52:08 PM |
| Jessica Martinez | yes | 10:52:16 PM |
| | that is what we would like | 10:52:22 PM |
| | | |

| | | |
|------------------|---|-------------|
| | what does he need to do? | 10:52:29 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 10:52:46 PM |
| | Please inform user to click on this link https://www.acecloudhosting.com/support-chat.php | 10:53:24 PM |
| Jessica Martinez | Ok i sent it to him. | 10:54:51 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 10:54:56 PM |
| Jessica Martinez | who ius he connecting with?? | 10:56:24 PM |
| Ashutosh Mishra | Once we receive the chat one of the agents will proceed to assist them. | 10:56:53 PM |
| Jessica Martinez | why is this so hard? Sujeet was ready to get on a call and do it | 10:57:23 PM |
| Ashutosh Mishra | Sure if that is preferred i can schedule a callback, please share the phone number for the user and we will contact them. | 10:59:06 PM |
| Jessica Martinez | 7633607411 | 10:59:47 PM |
| | Sam Friederichs. | 10:59:57 PM |
| | He's already set up as a user he just needs it set up on his computer | 11:00:22 PM |
| Ashutosh Mishra | I have scheduled the callback, the senior engineer is contacting him right away. (Edited) | 11:03:16 PM |
| | Sam is now connected over the call. | 11:04:45 PM |
| | Are we still connected here? | 11:06:20 PM |
| | Are we still connected here? | 11:08:31 PM |
| Jessica Martinez | yes | 11:09:51 PM |
| Ashutosh Mishra | We are assisting Sam over the call now, may I know if we can close this chat session. | 11:10:30 PM |
| | Are we still connected here? | 11:13:12 PM |
| | Are we still connected here? | 11:15:17 PM |
| | Are we still connected here? | 11:17:13 PM |
| Jessica Martinez | yes | 11:17:18 PM |
| Ashutosh Mishra | Is there anything else I may help you with ? | 11:17:34 PM |
| | Are we still connected here? | 11:26:15 PM |
| | Are we still connected here? | 11:27:27 PM |
| | Are we still connected here? | 11:28:13 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 11:29:31 PM |

Ashutosh Mishra has ended this chat session

11:29:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 6:34:09 AM

#81367 Morgan Skokan

Email: morganskokan@gmail.com ☎ 8326549995

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 35 Secs

| | | |
|---------------|--|--------------------|
| Morgan Skokan | Hello, I am your Acebuddy | 10 Sep, 6:34:10 AM |
| Acebuddy | Hello Morgan Skokan, I'm your Ace Buddy. I'll be happy to assist you! | 6:34:11 AM |
| | Whom Would You Like to Connect With? | 6:34:11 AM |
| Morgan Skokan | Technical Support (QB & App Hosting) | 6:34:15 AM |
| Acebuddy | Welcome to Ace Support. | 6:34:15 AM |
| | Please chose an option : | 6:34:15 AM |
| Morgan Skokan | I'd like to report an Issue | 6:34:21 AM |
| Acebuddy | Please select an option! | 6:34:21 AM |
| Morgan Skokan | Password Reset | 6:34:26 AM |
| Acebuddy | Please select an option below | 6:34:26 AM |
| Morgan Skokan | Not Enrolled to Selfcare Portal | 6:34:31 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 6:34:31 AM |
| | Do you need any further assistance on the topic? | 6:34:31 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 7:04:46 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 5:15:23 PM

#81677 Manoj Dabhi
Email: manoj@accseed.us
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: SURAT
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 23 Mins 56 Secs

| | | |
|----------------|--|--------------------|
| Manoj Dabhi | Hello, I am your Acebuddy | 18 Sep, 5:15:26 PM |
| Acebuddy | Hello Manoj Dabhi, I'm your Ace Buddy. I'll be happy to assist you! | 5:15:28 PM |
| | Whom Would You Like to Connect With? | 5:15:28 PM |
| Manoj Dabhi | Managed IT | 5:15:35 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 5:15:35 PM |
| | Acebuddy (bot) forwarded the chat request | 5:15:35 PM |
| | Himanshu accepted the chat transfer request. | 5:15:45 PM |
| | Himanshu is transferring the chat to Support(QB & App Hosting). | 5:15:57 PM |
| Manoj Dabhi | Can you please call vikas Singh ? | 5:16:02 PM |
| | Shubham Maurya accepted the chat transfer request. | 5:16:05 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you | |

| | | |
|----------------|---|------------|
| | today. | 5:16:14 PM |
| Manoj Dabhi | Can you please call vikas Singh ? | 5:16:24 PM |
| | Again, same issue my RDP is not working. | 5:16:55 PM |
| Shubham Maurya | If you want I can help you for this or else please stay connected let me check for Vikas availability. | 5:18:27 PM |
| Manoj Dabhi | Ok | 5:18:40 PM |
| Shubham Maurya | Please do let me know what exact issue you are facing right now so that I can help in this? | 5:19:56 PM |
| Manoj Dabhi | We have changed pwd and success login but steel same error while i login | 5:20:50 PM |
| | again | 5:20:59 PM |
| | can i share my screen? | 5:21:08 PM |
| Shubham Maurya | Please can you share screen shot of the error message? | 5:21:14 PM |
| | Any other user is also facing this issue? | 5:21:34 PM |
| | <i>5:21:49 PM</i> Manoj Dabhi is sharing a file with you image.png - (Size:31.53 KB) | 5:21:49 PM |
| | . | |
| Manoj Dabhi | Vikas shing has done the issue by pwd changed | 5:22:40 PM |
| Shubham Maurya | Your account name is : Heroic Solutions | 5:22:48 PM |
| | Please confirm | |
| Manoj Dabhi | yes | 5:22:52 PM |
| Shubham Maurya | May I take the remote access of your local computer? | 5:22:55 PM |
| Manoj Dabhi | yes | 5:23:00 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/2712999583 | 5:23:18 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:23:24 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:23:29 PM |
| | You are most welcome Manoj ! | 5:30:54 PM |
| | Is there anything else I may help you with ? | 5:30:56 PM |
| | Are we still connected here? | 5:33:51 PM |
| | Are we still connected here? | 5:35:47 PM |
| | Are we still connected here? | 5:38:50 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 5:39:20 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 5:39:23 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 2:27:03 AM

#81659 Brooke Van Oort
Email: brooke@boone-crockett.org
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: FRENCHTOWN
State: Montana
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Secs

| | | |
|-----------------|--|--------------------|
| Brooke Van Oort | Hello, I am your Acebuddy | 18 Sep, 2:27:05 AM |
| Acebuddy | Hello Brooke Van Oort, I'm your Ace Buddy. I'll be happy to assist you! | 2:27:05 AM |
| | Whom Would You Like to Connect With? | 2:27:05 AM |
| Brooke Van Oort | Technical Support (QB & App Hosting) | 2:27:11 AM |
| Acebuddy | Welcome to Ace Support. | 2:27:11 AM |
| | Please chose an option : | 2:27:11 AM |
| Brooke Van Oort | I'd like to raise a Request | 2:27:17 AM |
| Acebuddy | Please select your request type. | 2:27:17 AM |
| Brooke Van Oort | Other Request | 2:27:36 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 2:27:36 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 2:27:36 AM |
| Brooke Van Oort | No, That'll be all! | 2:27:45 AM |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! | 2:27:45 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 5:11:23 PM

#81500 fady.hocheimy
Email: fady.hocheimy@mfhgroup.com ☎ +2207751010
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: KER BAKARY
State: Banjul
Country: GAMBIA

Chat Transcript

Chat Duration : 13 Mins 18 Secs

| | | |
|---------------|---|--------------------|
| fady.hocheimy | Hello, I am your Acebuddy | 13 Sep, 5:11:24 PM |
| Acebuddy | Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you! | 5:11:25 PM |
| | Whom Would You Like to Connect With? | 5:11:25 PM |
| fady.hocheimy | Technical Support (QB & App Hosting) | 5:11:35 PM |
| Acebuddy | Welcome to Ace Support. | 5:11:35 PM |
| | Please chose an option : | 5:11:35 PM |
| fady.hocheimy | I'd like to report an Issue | 5:11:39 PM |
| Acebuddy | Please select an option! | 5:11:40 PM |
| fady.hocheimy | QuickBooks Issue | 5:11:44 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:11:44 PM |
| fady.hocheimy | QuickBooks is Frozen | 5:11:49 PM |
| | | |

| | | |
|---|---|------------|
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 5:11:49 PM |
| | Was that helpful? | 5:11:49 PM |
| fady.hocheimy | No | 5:13:29 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 5:13:29 PM |
| Acebuddy (bot) forwarded the chat request | | 5:13:29 PM |
| fady.hocheimy | ok | 5:14:38 PM |
| | ? | 5:16:14 PM |
| | ayone there? | 5:18:55 PM |
| fady.hocheimy has ended this chat session | | 5:24:43 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 1:49:00 AM

#81563 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 24 Secs

| | | |
|----------|---|--------------------|
| eric | Hello, I am your Acebuddy | 16 Sep, 1:49:01 AM |
| Acebuddy | Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you! | 1:49:02 AM |
| | Whom Would You Like to Connect With? | 1:49:02 AM |
| eric | | |

| | | |
|----------|---|------------|
| | Technical Support (QB & App Hosting) | 1:49:07 AM |
| Acebuddy | Welcome to Ace Support. | 1:49:07 AM |
| | Please chose an option : | 1:49:07 AM |
| eric | I'd like to raise a Request | 1:49:15 AM |
| Acebuddy | Please select your request type. | 1:49:15 AM |
| eric | Office 365 Addition | 1:49:27 AM |
| Acebuddy | Please specify if you already have an Office365 subscription | 1:49:27 AM |
| eric | I already have O365 license | 1:49:32 AM |
| Acebuddy | As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems : | 1:49:32 AM |
| | <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise | 1:49:32 AM |
| | If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application. | 1:49:32 AM |
| | If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace. | 1:49:32 AM |
| | Do you need any further assistance on the topic? | 1:49:32 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 2:25:25 AM |
| | Ended due to chat idle timeout | 2:25:25 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81352 Jessica Dubay

Email: jessica@booksunified.com 📞 15026407798

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: FRENCH LICK
State: Indiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 7 Secs

| | | |
|---------------|---|--------------------|
| Jessica Dubai | Hello, I am your Acebuddy | 10 Sep, 2:10:29 AM |
| Acebuddy | Hello Jessica Dubai, I'm your Ace Buddy. I'll be happy to assist you! | 2:10:29 AM |
| | Whom Would You Like to Connect With? | 2:10:29 AM |
| Jessica Dubai | Technical Support (QB & App Hosting) | 2:11:27 AM |
| Acebuddy | Welcome to Ace Support. | 2:11:27 AM |
| | Please chose an option : | 2:11:27 AM |
| Jessica Dubai | I'd like to raise a Request | 2:11:32 AM |
| Acebuddy | Please select your request type. | 2:11:32 AM |
| Jessica Dubai | Change in Applications | 2:11:40 AM |
| Acebuddy | Please select your desired option! | 2:11:40 AM |
| Jessica Dubai | Application Addition | 2:11:48 AM |
| Acebuddy | Please select your Application | 2:11:48 AM |
| Jessica Dubai | QuickBooks | 2:11:52 AM |
| Acebuddy | Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation. | 2:11:52 AM |
| | <ul style="list-style-type: none">• QuickBooks Version (Pro/Premier/Enterprise) with year• License Number and Product Code | 2:11:52 AM |
| | An email update will be shared once the request is completed. | 2:11:52 AM |
| | Do you need any further assistance on the topic? | 2:11:52 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 2:45:36 AM |
| | Ended due to chat idle timeout | 2:45:36 AM |



Chat Transcript

Hello, I am your Acebuddy

| | |
|--|--------------------|
| Visitor Details | 26 Sep, 7:35:17 PM |
| #81977 alexyanbookkeeping | |
| Email: alexyanbookkeeping@gmail.com 📞 5109120883 | |
| Department: Support(QB & App Hosting) | |
| Operator: Sanyam Madan | |
| Website: https://www.acecloudhosting.com/support-chat.php | |
| Operating System: Microsoft Windows | |
| Browser: Google Chrome | |
| Device: Desktop | |
| Average Response Time: 1 Min 10 Secs | |
| City: UNION CITY | |
| State: California | |
| Country: UNITED STATES | |

| | |
|--------------------|---|
| Chat Transcript | Chat Duration : 1 Hour 5 Mins |
| alexyanbookkeeping | Hello, I am your Acebuddy26 Sep, 7:35:18 PM |
| Acebuddy | Hello Alexyanbookkeeping, I'm your Ace Buddy. I'll be happy to assist you!7:35:19 PM |
| | Whom Would You Like to Connect With?7:35:19 PM |
| alexyanbookkeeping | Technical Support (QB & App Hosting)7:35:30 PM |
| Acebuddy | Welcome to Ace Support.7:35:30 PM |
| | Please chose an option :7:35:30 PM |
| alexyanbookkeeping | I'd like to report an Issue7:35:38 PM |
| Acebuddy | Please select an option!7:35:38 PM |
| alexyanbookkeeping | Other Issue7:35:45 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative!7:35:45 PM |
| alexyanbookkeeping | I am using Ace to host Proseries. Technical Support assist me to transfer data from 2020 to 2024. But I found out Data in 2019 to 2022 located in different location . Can you transfer to the same location?7:38:29 PM |
| Acebuddy | Please wait while we connect you to a Support Representative7:38:30 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> 7:38:30 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> 7:38:47 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.7:38:57 PM |

| | | |
|--------------------|--|------------|
| alexyanbookkeeping | Hi | 7:39:09 PM |
| Sanyam Madan | Hello, how are you doing today | 7:39:10 PM |
| alexyanbookkeeping | Good | 7:39:19 PM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:39:23 PM |
| alexyanbookkeeping | How to locate my server name | 7:39:41 PM |
| Sanyam Madan | Please confirm your registered business name, this will help me to fetch the details | 7:40:39 PM |
| alexyanbookkeeping | Alex Yan bookkeeping Services | 7:40:56 PM |
| Sanyam Madan | Kindly allow me two minutes to check the same. | 7:41:53 PM |
| alexyanbookkeeping | Take your time. | 7:42:20 PM |
| Sanyam Madan | Can you help us with the location of 2019 to 2022 data and where to transfer it, please confirm both the locations | 7:45:53 PM |
| alexyanbookkeeping | 2022 data | 7:47:18 PM |
| | C:\ProSeries\ProNet22\22data | 7:47:23 PM |
| | 2023 data | 7:47:32 PM |
| | C:\ProSeries\ProNet22\22data | 7:47:55 PM |
| | C:\ProWin23\23Data | 7:48:24 PM |
| Sanyam Madan | Please also confirm where to transfer this data | 7:50:24 PM |
| alexyanbookkeeping | I think transfer data to C:\ProWin22\22Data | 7:51:17 PM |
| Sanyam Madan | Can you please confirm did the proseries application support team advised you to transfer the data ? | 7:52:35 PM |
| alexyanbookkeeping | No, I just found out this problem. | 7:53:16 PM |
| Sanyam Madan | Please be informed that if you have to fetch any previous data inside proseries 2024 then you have to do it inside the application | 7:55:32 PM |
| | Are we still connected here? | 7:57:37 PM |
| | Are we still connected here? | 7:59:20 PM |
| alexyanbookkeeping | yes | 8:00:18 PM |
| | I don't get you | 8:00:39 PM |
| | So how can we locate Proseries\pronet22\22Data | 8:01:37 PM |
| Sanyam Madan | You can access these from proseries 2022 application (Edited) | 8:03:24 PM |
| alexyanbookkeeping | I try to access through 2023 and browse and I cannot locate the drive | 8:04:16 PM |
| Sanyam Madan | May I take the remote access of your server? | 8:05:21 PM |
| | I will show you the data there | 8:05:29 PM |
| alexyanbookkeeping | yes | 8:05:34 PM |
| Sanyam Madan | | |

| | | |
|--------------------|--|------------|
| | Please accept the prompt on the server | 8:05:46 PM |
| | Please check now | 8:06:27 PM |
| | Your screen is showing very small | 8:08:04 PM |
| | May I take the remote access of your local computer? | 8:08:11 PM |
| | From there i will be able to see Cleary | 8:08:34 PM |
| alexyanbookkeeping | Yes | 8:09:20 PM |
| Sanyam Madan | https://assist.acecloudhosting.com/join/6802467851 | 8:09:39 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 8:09:42 PM |
| alexyanbookkeeping | I am using an ultra wide monitor | 8:11:06 PM |
| Sanyam Madan | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 8:11:30 PM |
| | <i>8:13:00 PM</i> Sanyam Madan is sharing a file with you image.png - (Size:285.09 KB) | 8:13:00 PM |
| | I am not able to see the screen clearly | 8:13:13 PM |
| | Please provide the snip of the propmt appearing on screen | 8:15:16 PM |
| | As discussed over remote session , due to your monitor being extra wide , your screen is appearing very small | 8:20:45 PM |
| alexyanbookkeeping | Thanks | 8:21:08 PM |
| Sanyam Madan | Hence making it difficult to assist you with the issue | 8:21:11 PM |
| | As mentioned by you that you will be reconnecting with us with different pc | 8:22:04 PM |
| | Till then we will be creating a ticket for you and we will share the details over email (Edited) | 8:22:08 PM |
| | Are we still connected here? | 8:23:02 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 8:40:25 PM |



#81486 Kelly Jo Porter

Email: creeksidebookkeepingllc@outlook.com 📞 15416609841

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 38 Secs

City: TACOMA

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 55 Secs

| | | |
|--------------------|--|---------------------|
| Kelly Jo Porter | Hello, I am your Acebuddy | 13 Sep, 12:48:08 AM |
| Acebuddy | Hello Kelly Porter, I'm your Ace Buddy. I'll be happy to assist you! | 12:48:09 AM |
| | Whom Would You Like to Connect With? | 12:48:09 AM |
| Kelly Jo Porter | Technical Support (QB & App Hosting) | 12:48:15 AM |
| Acebuddy | Welcome to Ace Support. | 12:48:15 AM |
| | Please chose an option : | 12:48:15 AM |
| Kelly Jo Porter | I'd like to report an Issue | 12:48:40 AM |
| Acebuddy | Please select an option! | 12:48:40 AM |
| Kelly Jo Porter | Other Issue | 12:48:46 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:48:46 AM |
| Kelly Jo Porter | I am unable to connect into my Ace Cloud Hosting Remote Server app with my exsisting username and password | 12:49:28 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:49:29 AM |
| | Acebuddy (bot) forwarded the chat request | 12:49:29 AM |
| | Sujeet Kumar Suman accepted the chat transfer request. | 12:50:05 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 12:50:09 AM |
| | Hello Kelly | 12:50:13 AM |
| Kelly Jo Porter | Hi there. Thank you for being available to help me. I modified multi screen option within the settings configuration when you first open the Ace app. Now I am unable to login to the remote server with my exsisting username and password. | 12:51:55 AM |
| Sujeet Kumar Suman | It would be my pleasure to assist in resolving your issue. | 12:52:28 AM |
| | | |

| | | |
|--------------------|--|-------------|
| | Are you encountering any errors when trying to access it? | 12:52:39 AM |
| Kelly Jo Porter | Yes, I have tried to enter my normal username and password and it wouldn't work. I also tried to enter my doman name with the .myrealdata.net and it also wouldn't work. It wouldn't prompt me that my username or password was wrong either, it just won't do anything. | 12:54:14 AM |
| Sujeet Kumar Suman | When was the last time you were able to access the server? | 12:54:20 AM |
| Kelly Jo Porter | I was within the remote server about 15 minutes ago before I disconnected to change the multi screen setting | 12:54:52 AM |
| Sujeet Kumar Suman | No worries, I will be surely assisting you with this. | 12:55:32 AM |
| | May I take the remote access of your local computer? | 12:55:48 AM |
| Kelly Jo Porter | Yes of course | 12:56:06 AM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 12:56:35 AM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8972770933 | 12:57:06 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 12:58:22 AM |
| Kelly Jo Porter | Okay will do, thank you! | 12:58:34 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 1:17:46 AM |
| | As per discussion over the remote session, The issue is resolved. | 1:17:54 AM |
| Kelly Jo Porter | Confirmed. Thank you for all your help! | 1:18:16 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 1:18:17 AM |
| | And most welcome Kelly | 1:18:25 AM |
| | Is there anything else I may help you with ? | 1:18:30 AM |
| Kelly Jo Porter | I think that is it for today! | 1:18:50 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 1:18:50 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 1:18:54 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:18:58 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:19:02 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 11:31:07 PM

#81698 Dean Nguyen
Email: dean.n@enagic.com 📞 13105427700
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: BREA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 52 Secs

| | | |
|-------------|---|---------------------|
| Dean Nguyen | Hello, I am your Acebuddy | 18 Sep, 11:31:08 PM |
| Acebuddy | Hello Dean Nguyen, I'm your Ace Buddy. I'll be happy to assist you! | 11:31:09 PM |
| | Whom Would You Like to Connect With? | 11:31:09 PM |
| Dean Nguyen | Technical Support (QB & App Hosting) | 11:31:25 PM |
| Acebuddy | Welcome to Ace Support. | 11:31:25 PM |
| | Please chose an option : | 11:31:25 PM |
| Dean Nguyen | I'd like to raise a Request | 11:31:35 PM |
| Acebuddy | Please select your request type. | 11:31:35 PM |
| Dean Nguyen | Server Resource Addition | 11:31:40 PM |
| Acebuddy | Please select the resource type you'd like to add | 11:31:41 PM |
| Dean Nguyen | Disk Space | 11:31:44 PM |
| | | |

| | | |
|----------|--|---------------------|
| Acebuddy | Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers by default. | 11:31:45 PM |
| | This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup. | 11:31:45 PM |
| | If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below links : | 11:31:45 PM |
| | Do you need any further assistance on the topic? | 11:31:45 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 19 Sep, 12:13:01 AM |

Ended due to chat idle timeout

12:13:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 2:42:45 PM

#81373 mpore chriss

Email: mporechriss12@gmail.com 📞 +250793877976

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 11 Secs

City: NYAGAHINGA

State: Ville De Kigali

Country: RWANDA


Chat Transcript

Chat Duration : 45 Mins 11 Secs

| | | |
|--------------|--|--------------------|
| mpore chriss | Hello, I am your Acebuddy | 10 Sep, 2:42:48 PM |
| Acebuddy | Hello Mpore Chriss, I'm your Ace Buddy. I'll be happy to assist you! | 2:42:48 PM |
| | Whom Would You Like to Connect With? | 2:42:48 PM |
| mpore chriss | | |

| | | |
|--------------|--|------------|
| | Technical Support (QB & App Hosting) | 2:43:04 PM |
| Acebuddy | Welcome to Ace Support. | 2:43:05 PM |
| | Please chose an option : | 2:43:05 PM |
| mpore chriss | Restart | 2:43:13 PM |
| Acebuddy | Hello Mpore Chriss, I'm your Ace Buddy. I'll be happy to assist you! | 2:43:13 PM |
| | Whom Would You Like to Connect With? | 2:43:13 PM |
| mpore chriss | Technical Support (QB & App Hosting) | 2:43:18 PM |
| Acebuddy | Welcome to Ace Support. | 2:43:18 PM |
| | Please chose an option : | 2:43:18 PM |
| mpore chriss | I'd like to report an Issue | 2:43:28 PM |
| Acebuddy | Please select an option! | 2:43:28 PM |
| mpore chriss | QuickBooks Issue | 2:43:32 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 2:43:32 PM |
| mpore chriss | QuickBooks Update | 2:43:39 PM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 2:43:39 PM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. | 2:43:39 PM |
| | Do you need any further assistance on the topic? | 2:43:39 PM |
| mpore chriss | Setback | 2:43:47 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 2:43:47 PM |
| mpore chriss | Setback | 2:43:55 PM |
| Acebuddy | Please select an option! | 2:43:55 PM |
| mpore chriss | Other Issue | 2:44:01 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:44:01 PM |
| mpore chriss | Setback | 2:44:10 PM |
| Acebuddy | Please select an option! | 2:44:10 PM |
| mpore chriss | Setback | 2:44:13 PM |
| Acebuddy | Welcome to Ace Support. | 2:44:13 PM |
| | Please chose an option : | 2:44:13 PM |
| mpore chriss | I'd like to raise a Request | 2:44:34 PM |
| | | |

| | | |
|----------------|---|------------|
| Acebuddy | Please select your request type. | 2:44:34 PM |
| mpore chriss | Setup Ace Server | 2:44:43 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 2:44:43 PM |
| mpore chriss | Microsoft Windows | 2:44:48 PM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 2:44:48 PM |
| | Do you need any further assistance on the topic? | 2:44:48 PM |
| mpore chriss | Yes | 2:44:55 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 2:44:55 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:44:55 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 2:45:08 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 2:45:27 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:46:06 PM |
| mpore chriss | i want to build quickbooks on server where everyone can access it remotely | 2:47:58 PM |
| | and to host quickbooks on cloud server | 2:48:40 PM |
| Shubham Maurya | Please help me to understand that you already do have a server from Ace cloud and want to setup on local computer to access your Quickbook application, Or you are looking for a new setup to purchase from us? | 2:50:12 PM |
| mpore chriss | yeah i don't have any server it's just beginning | 2:52:44 PM |
| Shubham Maurya | Alright, Please can you share me your requirements with server so that I can arrange a follow up call with the concern team for this. | 2:54:55 PM |
| | Like number of user, storage space, RAM, Quickbooks version and if any other application is required. | 2:55:41 PM |
| | Also please share your call back number and a good time to reach you along with time zone or you can call us at 888-415-5240 at your own leisure. | 2:57:34 PM |
| mpore chriss | mine is +250793877976 | 2:58:12 PM |
| Shubham Maurya | Thank you for the information ! Please can you forward your requirement over email so that we can proceed with the request and share you a documented ticket number. | 3:02:13 PM |
| | User below email ID to share your details, Email: support@acecloudhosting.com | 3:02:49 PM |
| | Once you have shared a mail please kindly do let me know over here so that I can share you a ticket number. | 3:03:20 PM |
| | Are we still connected here? | 3:14:41 PM |
| | Are we still connected here? | 3:19:05 PM |
| | | |

| | | |
|---|---|------------|
| | Are we still connected here? | 3:20:24 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 3:27:57 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 3:27:59 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

| | |
|--|--------------------|
| Visitor Details | 8 Sep, 10:52:10 PM |
| <p>#81274 samantha</p> <p>Email: samantha@ultimatepower.com 📞 18142743233</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Sujeet Kumar Suman</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 28 Secs</p> <p>City: READING</p> <p>State: Pennsylvania</p> <p>Country: UNITED STATES</p> | |

Chat Transcript

Chat Duration : 28 Mins 7 Secs

| | | |
|----------|--|--------------------|
| samantha | Hello, I am your Acebuddy | 8 Sep, 10:52:11 PM |
| Acebuddy | Hello Samantha, I'm your Ace Buddy. I'll be happy to assist you! | 10:52:12 PM |
| | Whom Would You Like to Connect With? | 10:52:12 PM |
| samantha | Technical Support (QB & App Hosting) | 10:52:26 PM |
| Acebuddy | Welcome to Ace Support. | 10:52:26 PM |
| | Please chose an option : | 10:52:26 PM |
| samantha | I'd like to report an Issue | 10:52:30 PM |
| Acebuddy | Please select an option! | 10:52:30 PM |
| | | |

| | | |
|--------------------|--|-------------|
| samantha | Other Issue | 10:52:35 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:52:35 PM |
| samantha | My administrator reset my password but I am still unable to log in. | 10:52:49 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:52:50 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:52:50 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 10:52:52 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 10:52:58 PM |
| samantha | Hello, Sujeet! | 10:53:00 PM |
| Sujeet Kumar Suman | Hello Samantha | 10:53:03 PM |
| | How are you doing? | 10:53:11 PM |
| samantha | I'm well, thank you! | 10:53:16 PM |
| | I'm struggling to log into my Ace Connect server. Jack reset my password on Friday, but he said there's a lock symbol that he cannot remove. | 10:53:43 PM |
| Sujeet Kumar Suman | No worries, I will surely help you with this issue. (Edited) | 10:54:04 PM |
| | When was the last time you were able to access the server? | 10:55:12 PM |
| samantha | Truthfully, I think 8/29. | 10:56:43 PM |
| Sujeet Kumar Suman | Are you getting an error while trying to access the server? If possible, please share a screenshot so we can identify and resolve the issue. | 10:56:50 PM |
| samantha | I had a long labor day weekend and came back on Thursday, but wasn't able to access. | 10:56:59 PM |
| | <i>10:57:31 PMsamantha is sharing a file with you</i> 1_image.png - (Size:342.09 KB) | 10:57:31 PM |
| Sujeet Kumar Suman | Thank you for the screenshot. | 10:58:24 PM |
| | As checked, your account was locked. We have unlocked it from the backend. Kindly try accessing the server and let us know if you are still facing any issues | 10:58:34 PM |
| samantha | I'm still unable to log in with the password he gave me last week. Can you send me a reset? | 11:00:00 PM |
| Sujeet Kumar Suman | May I take the remote access of your local computer? | 11:00:06 PM |
| samantha | You may, though I'm on a Teams meeting so quick and quiet. LOL | 11:00:48 PM |
| Sujeet Kumar Suman | Okay. | 11:01:12 PM |
| | Kindly delete the saved password from the RDP file by following these steps: Right-click on the RDP setup file. Click on Show More Options and select Edit . Go to the General tab and click Delete to remove the saved credentials. | 11:03:35 PM |
| | Are we still connected here? | 11:05:16 PM |
| samantha | Yes still connected | 11:05:32 PM |
| | | |

| | | |
|--------------------|---|-------------|
| Sujeet Kumar Suman | Please let me know if you would like me to troubleshoot the issue now, or if you would prefer that we connect once you are free. | 11:06:32 PM |
| samantha | I'm not seeing a delete option on the General tab, but maybe I'm looking in the wrong place. | 11:07:49 PM |
| | <i>11:08:25 PMsamantha is sharing a file with you</i> 1_image.png - (Size:82.81 KB) | 11:08:25 PM |
| | <i>11:08:37 PMSujeet Kumar Suman is sharing a file with you</i> image.png - (Size:2.46 KB) <i>Please see the screenshot for reference.</i> | 11:08:37 PM |
| | <i>11:08:42 PMsamantha is sharing a file with you</i> image.png - (Size:124.63 KB) | 11:08:42 PM |
| Sujeet Kumar Suman | Okay, your are in the Ace cloud. | 11:09:04 PM |
| | May I take the remote access of your local computer? | 11:09:16 PM |
| samantha | Yes | 11:09:20 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 11:09:27 PM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5892487940 | 11:09:48 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 11:11:07 PM |
| | Thank you for your patience. | 11:18:56 PM |
| samantha | Will reach out to Jack for password reset. Thanks Sujeet. | 11:18:57 PM |
| Sujeet Kumar Suman | As checked, you are not enrolled in SelfCare and are not the POC. We suggest you connect with Jacob Holmberg to reset your account. | 11:19:52 PM |
| | Is there anything else I may help you with ? | 11:19:56 PM |
| samantha | Nope, all set. Thanks | 11:20:03 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 11:20:06 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 11:20:10 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:20:14 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> | 11:20:16 PM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 4:55:57 AM

#81049 David Nguyen

Email: hometownadvertising@gmail.com 📞 9492007518

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: TUSTIN

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 25 Secs

| | | |
|--------------|--|-------------------|
| David Nguyen | Hello, I am your Acebuddy | 2 Sep, 4:55:57 AM |
| Acebuddy | Hello David Nguyen, I'm your Ace Buddy. I'll be happy to assist you! | 4:55:58 AM |
| | Whom Would You Like to Connect With? | 4:55:58 AM |
| David Nguyen | Technical Support (QB & App Hosting) | 4:56:03 AM |
| Acebuddy | Welcome to Ace Support. | 4:56:03 AM |
| | Please chose an option : | 4:56:03 AM |
| David Nguyen | I'd like to report an Issue | 4:56:10 AM |
| Acebuddy | Please select an option! | 4:56:10 AM |
| David Nguyen | Other Issue | 4:56:15 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:56:15 AM |

| | | |
|--------------------|--|------------|
| David Nguyen | Quickbook issue | 4:56:24 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:56:25 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:56:25 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 4:57:52 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 4:58:03 AM |
| | Hello David. | 4:58:09 AM |
| David Nguyen | My QB froze | 4:58:11 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 4:58:28 AM |
| | Are you the only one experiencing this issue, or are others affected as well? | 4:58:39 AM |
| David Nguyen | only this issue | 4:58:51 AM |
| Sujeet Kumar Suman | No worries, I will definitely assist you with this. | 4:59:30 AM |
| David Nguyen | thanks | 5:00:36 AM |
| Sujeet Kumar Suman | Are you facing this problem while opening any particular company file, or is it occurring with all files? | 5:00:42 AM |
| David Nguyen | when I try to process a payment | 5:00:54 AM |
| | then when I abort the payment, it gets stuck | 5:01:11 AM |
| Sujeet Kumar Suman | Let me check from the backend | 5:02:19 AM |
| | Checked and found that the QuickBooks application has a pending update, which needs to be applied from the backend. Could you please log out from the server, as we also need to reboot it to apply the changes? | 5:03:24 AM |
| | Once the server is back online, we will let you know. | 5:03:54 AM |
| David Nguyen | I'm already inside | 5:04:01 AM |
| | It's just frozen | 5:04:04 AM |
| Sujeet Kumar Suman | Okay. | 5:04:13 AM |
| David Nguyen | can't logout | 5:04:14 AM |
| | since it's frozen | 5:04:18 AM |
| | I exited the cloud completely now | 5:04:39 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 5:04:46 AM |
| | Once the server is back online, we will let you know. | 5:04:50 AM |
| | Thank you in advance for your patience. | 5:05:01 AM |
| David Nguyen | Please let me know status | 5:12:34 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 5:12:50 AM |
| | The server is back on. Please log in to the server and let us know if you are still facing the problem. | |
| | | |

| | | |
|--------------------|---|------------|
| David Nguyen | thanks | 5:14:38 AM |
| | it works | 5:14:39 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 5:14:48 AM |
| | Is there anything else I may help you with ? | 5:14:52 AM |
| | Are we still connected here? | 5:16:19 AM |
| | Are we still connected here? | 5:18:08 AM |
| | Are we still connected here? | 5:20:12 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 5:20:15 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:20:18 AM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 5:20:23 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 12:10:13 AM

#81175 jgao

Email: jgao@npftax.com 📞 16263228826

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: 6 Secs

City: IRVINE


State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 57 Secs

| | | |
|------|---------------------------|--------------------|
| jgao | Hello, I am your Acebuddy | 5 Sep, 12:10:14 AM |
| | | |

| | | |
|--|---|---|
| Acebuddy | Hello Jgao, I'm your Ace Buddy. I'll be happy to assist you! | 12:10:15 AM |
| | Whom Would You Like to Connect With? | 12:10:15 AM |
| jgao | Technical Support (QB & App Hosting) | 12:10:35 AM |
| Acebuddy | Welcome to Ace Support. | 12:10:35 AM |
| | Please chose an option : | 12:10:35 AM |
| jgao | I'd like to report an Issue | 12:10:44 AM |
| Acebuddy | Please select an option! | 12:10:44 AM |
| jgao | Other Issue | 12:10:53 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:10:53 AM |
| jgao | Lacerte update | 12:11:06 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:11:07 AM |
| Acebuddy (bot) forwarded the chat request | | 12:11:07 AM |
| Anjainay Singh accepted the chat transfer request. | | 12:11:15 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 12:11:21 AM |
| | Are we still connected here? | 12:13:23 AM |
| | Are we still connected here? | 12:14:22 AM |
| | Are we still connected here? | 12:15:20 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:16:08 AM |
| Anjainay Singh has ended this chat session | | 12:16:12 AM |
| | |  |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 4:13:16 AM

#81570 mtorbey

Email: mtorbey@prism-med.com ☎ 8152559853

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 54 Secs

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 11 Secs

| | | |
|-----------------|--|--------------------|
| mtorbey | Hello, I am your Acebuddy | 16 Sep, 4:13:18 AM |
| Acebuddy | Hello Mindy Torbey, I'm your Ace Buddy. I'll be happy to assist you! | 4:13:19 AM |
| | Whom Would You Like to Connect With? | 4:13:19 AM |
| mtorbey | Technical Support (QB & App Hosting) | 4:13:21 AM |
| Acebuddy | Welcome to Ace Support. | 4:13:21 AM |
| | Please chose an option : | 4:13:21 AM |
| mtorbey | I'd like to report an Issue | 4:13:25 AM |
| Acebuddy | Please select an option! | 4:13:25 AM |
| mtorbey | QuickBooks Issue | 4:13:30 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 4:13:30 AM |
| mtorbey | QuickBooks Login Issue | 4:13:33 AM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 4:13:34 AM |
| | Was that helpful? | 4:13:34 AM |
| mtorbey | No | 4:13:40 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 4:13:40 AM |
| | Acebuddy (bot) forwarded the chat request | 4:13:40 AM |
| | Gaurav kumar declined the transfer request. | 4:13:54 AM |
| | Ashutosh Mishra accepted the chat transfer request. | 4:15:00 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 4:15:09 AM |
| mtorbey | Hello, The owner of the company is unable to log into ace or quickbooks | 4:15:34 AM |
| Ashutosh Mishra | Hello Mindy, I will be surely assisting you with this. Kindly help me with your server name and user name of the affected user? | 4:16:10 AM |
| mtorbey | PrsimMedAp | 4:16:22 AM |
| | | |


| | | |
|-----------------|--|------------|
| | He is receiving error code # 0X3000016 | 4:17:22 AM |
| | Eldon Griggs | 4:17:42 AM |
| Ashutosh Mishra | Thank you for providing the details. | 4:18:13 AM |
| | Is this the first time user is facing this issue? | 4:18:34 AM |
| mtorbey | yes | 4:18:39 AM |
| Ashutosh Mishra | Please inform user to try again. | 4:19:38 AM |
| | Are we still connected here? | 4:21:38 AM |
| mtorbey | yes we are. he is trying to log in now | 4:21:51 AM |
| Ashutosh Mishra | Sure | 4:22:03 AM |
| mtorbey | he can't connect to ace hosting | 4:22:16 AM |
| | can he share his screen with you and you can help him | 4:22:55 AM |
| Ashutosh Mishra | Sure, we can assist over remote session. | 4:23:31 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 4:23:48 AM |
| mtorbey | done | 4:24:04 AM |
| Ashutosh Mishra | Kindly paste this link in the browser of local computer and join the session. | 4:24:08 AM |
| | https://assist.acecloudhosting.com/join/9932003670 | 4:24:10 AM |
| mtorbey | I sent it to him | 4:25:02 AM |
| | he is entering his name | 4:25:34 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 4:26:40 AM |
| | We are connected now. | 4:26:52 AM |
| mtorbey | do you see the issue | 4:28:47 AM |
| | egriggs are his credtiona's | 4:30:21 AM |
| Ashutosh Mishra | As per discussion over the remote session, The issue is resolved by entering the correct password. | 4:42:36 AM |
| | User is able to access Ace server and QuickBooks. | 4:42:58 AM |
| mtorbey | yes | 4:43:05 AM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 4:43:08 AM |
| mtorbey | thank you | 4:43:08 AM |
| Ashutosh Mishra | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> | 4:43:26 AM |

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

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

Ashutosh Mishra has ended this chat session

4:43:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 12:37:15 AM

#81450 Larry Ma

Email: larry@techusys.com 📞 9493566000

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: LONG BEACH

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 44 Secs

| | | |
|----------|--|---------------------|
| Larry Ma | Hello, I am your Acebuddy | 12 Sep, 12:37:17 AM |
| Acebuddy | Hello Larry Ma, I'm your Ace Buddy. I'll be happy to assist you! | 12:37:17 AM |
| | Whom Would You Like to Connect With? | 12:37:17 AM |
| Larry Ma | Technical Support (QB & App Hosting) | 12:37:20 AM |
| Acebuddy | Welcome to Ace Support. | 12:37:20 AM |
| | Please chose an option : | 12:37:20 AM |
| Larry Ma | I'd like to report an Issue | 12:37:28 AM |
| Acebuddy | Please select an option! | 12:37:28 AM |

| | | |
|----------------|--|-------------|
| Larry Ma | Other Issue | 12:37:33 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:37:33 AM |
| Larry Ma | Can't Connect to Remote Desktop | 12:37:42 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:37:42 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:37:43 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 12:38:27 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 12:38:32 AM |
| | Hello Larry | 12:38:36 AM |
| | I will surely help you with this issue. | 12:38:44 AM |
| Larry Ma | hello can't connect to remote desktop | 12:38:49 AM |
| | GeneralBuilders.myrealdata.net | 12:38:53 AM |
| | myrealdata\Lan_GB | 12:38:58 AM |
| Shashwat Verma | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 12:39:04 AM |
| Larry Ma | multiple users affected, this has happened multiple times in the past and gets resolved and comes back | 12:39:20 AM |
| Shashwat Verma | Okay | 12:39:33 AM |
| | May I take the remote access of your local computer? | 12:39:37 AM |
| Larry Ma | ok | 12:39:41 AM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 12:39:46 AM |
| | https://assist.acecloudhosting.com/join/1212440391 | 12:39:49 AM |
| | Kindly Click on the link and open the downloaded file. | 12:39:52 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 12:42:56 AM |
| | Larry, we need to reboot your local system as it has been up for the last 9 days. As per Microsoft protocols, remote sessions may get blocked if the PC is not rebooted for a long time. Once the reboot is initiated, this chat will close, but we will follow up with you over email, or you can re-initiate the chat. The reboot should resolve the issue for sure. | 12:47:58 AM |
| Larry Ma | this isn't working on other machines too | 12:48:11 AM |
| | this is clearly a problem on your end | 12:48:16 AM |
| | other machines in different locations | 12:48:31 AM |
| | I just rebooted my laptop at another location and it doesn't work | 12:49:04 AM |
| Shashwat Verma | Let me know the username facing the same issue? | 12:49:06 AM |
| | | |

| | | |
|----------------|---|-------------|
| Larry Ma | myrealdata\Lan_GB | 12:49:16 AM |
| | I tried this at other locations too | 12:49:20 AM |
| Shashwat Verma | Okay | 12:49:28 AM |
| Larry Ma | I have opened tickets similar to this atleast a dozen times | 12:49:29 AM |
| | believe me this has happened many times before | 12:49:36 AM |
| Shashwat Verma | I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue. | 12:49:43 AM |
| | Kindly allow me two minutes to check the same. | 12:49:47 AM |
| | As per the remote session we have rebooted your local pc , hence this chat get closed automatically | 1:07:59 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 1:08:01 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 7:41:03 AM

#81241 Jennifer Winner
Email: jennifer.winner@fiveoclockbrands.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: NORTHVILLE
State: Michigan
Country: UNITED STATES


Chat Transcript

Chat Duration : 32 Mins 42 Secs

| | | |
|-----------------|---|-------------------|
| Jennifer Winner | Hello, I am your Acebuddy | 7 Sep, 7:41:04 AM |
| Acebuddy | Hello Jennifer Winner, I'm your Ace Buddy. I'll be happy to assist you! | 7:41:05 AM |
| | Whom Would You Like to Connect With? | 7:41:05 AM |

| | | |
|-----------------|--|------------|
| Jennifer Winner | Technical Support (QB & App Hosting) | 7:41:15 AM |
| Acebuddy | Welcome to Ace Support. | 7:41:15 AM |
| | Please chose an option : | 7:41:15 AM |
| Jennifer Winner | I'd like to raise a Request | 7:41:28 AM |
| Acebuddy | Please select your request type. | 7:41:28 AM |
| Jennifer Winner | Other Request | 7:42:48 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:42:48 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:42:48 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:13:46 AM |

Ended due to chat idle timeout8:13:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details13 Sep, 12:49:29 AM

#81487 Jennifer White

Email: jennifer@jennwhitecpa.com 📞 15305219484

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 JOSE

State: California

Country: UNITED STATES

| | |
|-----------------|--|
| Chat Transcript | Chat Duration : 33 Mins 39 Secs |
| Jennifer White | Hello, I am your Acebuddy13 Sep, 12:49:29 AM |
| | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 4:53:23 PM

#81578 Tami Linton
Email: accounting@starchase.com ☎ 757-802-4434
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 28 Secs
City: PETERSBURG
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 28 Mins

| | | |
|----------------|---|--------------------|
| Tami Linton | Hello, I am your Acebuddy | 16 Sep, 4:53:25 PM |
| Acebuddy | Hello Tami Linton, I'm your Ace Buddy. I'll be happy to assist you! | 4:53:26 PM |
| | Whom Would You Like to Connect With? | 4:53:26 PM |
| Tami Linton | Technical Support (QB & App Hosting) | 4:53:33 PM |
| Acebuddy | Welcome to Ace Support. | 4:53:33 PM |
| | Please chose an option : | 4:53:33 PM |
| Tami Linton | I'd like to report an Issue | 4:53:39 PM |
| Acebuddy | Please select an option! | 4:53:39 PM |
| Tami Linton | Other Issue | 4:53:46 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:53:46 PM |
| Tami Linton | Unable to connect to the RDP, receiving error code: 0x3000008 | 4:54:15 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:54:16 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:54:16 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 4:54:22 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 4:54:31 PM |

| | | |
|----------------|--|------------|
| Tami Linton | Hello, I am attempting to log into my server: | 4:54:54 PM |
| | Computer: StarChaseLLC.myrealdata.net | 4:55:03 PM |
| | User name: MYREALDATA\TamiLi | 4:55:09 PM |
| | I was able to log into the User name: MYREALDATA\Autologon_StarChase@myrealdata.net | 4:55:24 PM |
| | because I needed to access the FB server, and was able to do so just fine | 4:55:35 PM |
| Shubham Maurya | I will be surely assisting you with this. Thank you for sharing all these details to check for your account and the issue which you are facing. | 4:56:22 PM |
| Tami Linton | after closing that server instance, I attempted to log into my server and received problem connecting ask your network admin for help | 4:56:26 PM |
| Shubham Maurya | We understand the issue you are facing while trying to log in to the server. Apologies for the inconvenience. Please stay connected while I check your account and server status. | 4:58:26 PM |
| Tami Linton | Thanks for the patience Tami, please do let know below points to understand the issue better way. | 5:03:40 PM |
| | >From how long you are facing this issue? | |
| | >How many users are facing this issue? | |
| Tami Linton | >Any recent changes made on local system before getting this error? | 5:05:40 PM |
| | I was able to log into the autouser login server, just not the TamiLi server. I have been in and was fine through yesterday when I logged off. First thing this morning I started to receive the error when attempting. I have tried a few times now, without sucess. As far as I know, no other users are having this issue. our IT guy did do a little clean up on my computer yesterday, but I was still able to access the server afterwards, as that was in the morning, and I was able to continue using the server the rest of the day without issue. | |
| | | |
| Shubham Maurya | Thanks for the details, That helped me to understand the issue more effectively. As we have checked that your profile and active and server is also reachable from r end, | 5:07:59 PM |
| | Let me share you a new RDP file with reconfiguration and try to connect using that file. | 5:08:32 PM |
| | Before that please do let me know your Operating system is it windows or Mac? | 5:08:59 PM |
| Tami Linton | windows | 5:09:10 PM |
| Shubham Maurya | https://we.tl/t-ucyLUOf850 | 5:10:04 PM |
| | Please download this RDP file and try to connect. | 5:10:21 PM |
| | Do let me know if you face any issue. | 5:10:35 PM |
| Tami Linton | no that was unsucessfull | 5:12:05 PM |
| | [Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 09/16/25 11:41:39 AM Press Ctrl+C to copy. | 5:12:07 PM |
| Shubham Maurya | Okay please let me check that. | 5:12:46 PM |
| | May I take the remote access of your local computer? | 5:12:46 PM |
| Tami Linton | just one moment | 5:13:43 PM |
| | | |

| | | |
|----------------|---|------------|
| Shubham Maurya | No worries, take your time. | 5:13:54 PM |
| Tami Linton | ok, sorry, what do you need me to do | 5:16:46 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/9752609263 | 5:19:24 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:19:30 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:19:35 PM |
| Tami Linton | It appears you are connected, do you see my screen | 5:22:42 PM |
| Shubham Maurya | Yes Tami now I can see it. | 5:24:04 PM |
| | Please locate RDP file on your system. | 5:24:15 PM |
| Tami Linton | It's highlighed in the file explorer - called TamiLi | 5:25:04 PM |
| | I have multiple screens | 5:26:01 PM |
| Shubham Maurya | Yes I can see you have 3 screen connected please bring explorer on this screen. | 5:26:31 PM |
| | Is this your office system or personal system? | 5:32:37 PM |
| Tami Linton | this is my company laptop - the only way I access and log in | 5:33:11 PM |
| Shubham Maurya | You do have three shortcuts available on desktop out of which two are copy of this "QuickBooks Enterprise Solutions - Manufacturing and Wholesale Edition 24.0" | 6:00:37 PM |
| | If you want we can remove them if they are not required. | 6:01:10 PM |
| Tami Linton | Correct, that one should be the only one, the other two that are copies need to be removed | 6:01:26 PM |
| | do you know why they were added recently? we didn't request that | 6:01:40 PM |
| Shubham Maurya | Let me check there target folder's and if any ticket was raised to add them. | 6:02:28 PM |
| | Thanks for your patience, we can see that two new shortcut's were created on *September 11, 2025* during QB update. | 6:10:49 PM |
| | "C:\Program Files\Intuit\QuickBooks Enterprise Solutions 24.0\QBWEnterpriseWholesale.exe" | 6:11:10 PM |
| | "C:\Program Files\Intuit\QuickBooks Enterprise Solutions 24.0\QBWEnterprise.exe" | |
| | These are target file location for these shortcuts. | |
| Tami Linton | The shortcuts do not need to be on there, please remove | 6:11:31 PM |
| Shubham Maurya | One is general QB Enterprise version and other one is Wholesale flavor of same Enterprise version. | 6:12:19 PM |
| | You want general QB ENT right? | 6:12:31 PM |
| Tami Linton | I understand that, but there does not need to be two additonal shortcuts | 6:12:45 PM |
| | NO | 6:12:45 PM |
| | Quickbooks Enterpirse Solutions - Manufacturing and Wholesale Edition 24.0 is correct | 6:13:22 PM |
| Shubham Maurya | Okay, please can you confirm the one which we need to keep on desktop? | 6:13:34 PM |
| Tami Linton | the one that says just Wholesale and just Enterprise need to be remvoed | 6:13:47 PM |
| | | |

| | | |
|----------------|---|------------|
| Shubham Maurya | Sure please let me remove it. | 6:14:01 PM |
| Tami Linton | the one that I typed out above is correct: Manufacgturing and wholesale | 6:14:32 PM |
| Shubham Maurya | Sorry Tami but remote session is already disconnected by you and if you renamed any file it's only visible at your end. Let me perform the changes and check if it's correct. | 6:16:48 PM |
| | Check it now. | 6:16:59 PM |
| Tami Linton | ok one has been removed | 6:17:23 PM |
| | the one listed as enterprise solutions only still needs to be removed | 6:17:34 PM |
| Shubham Maurya | Done please check again. | 6:17:55 PM |
| Tami Linton | its now removed thank you | 6:20:25 PM |
| Shubham Maurya | You are most welcome ! | 6:21:05 PM |
| | Is there anything else I may help you with ? | 6:21:08 PM |
| Tami Linton | no that is all | 6:21:19 PM |
| Shubham Maurya | Have a good one Tami. | 6:21:33 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | 6:21:36 PM |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:21:39 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 6:21:47 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81334 Carrie McKitrick

9 Sep, 10:33:10 PM

Email: carrie.mckitrick@yahoo.com 📞 7015236001

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: WILLISTON

State: North Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 2 Secs

| | | |
|------------------|---|--------------------|
| Carrie McKitrick | Hello, I am your Acebuddy | 9 Sep, 10:33:11 PM |
| Acebuddy | Hello Carrie Mckitrick, I'm your Ace Buddy. I'll be happy to assist you! | 10:33:12 PM |
| | Whom Would You Like to Connect With? | 10:33:12 PM |
| Carrie McKitrick | Technical Support (QB & App Hosting) | 10:33:17 PM |
| Acebuddy | Welcome to Ace Support. | 10:33:17 PM |
| | Please chose an option : | 10:33:17 PM |
| Carrie McKitrick | I'd like to report an Issue | 10:33:24 PM |
| Acebuddy | Please select an option! | 10:33:24 PM |
| Carrie McKitrick | Other Issue | 10:33:30 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:33:30 PM |
| Carrie McKitrick | When I go to log in it ways it cannot find the computer | 10:33:59 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:34:00 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:34:00 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 10:34:09 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 10:34:18 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:34:24 PM |
| Carrie McKitrick | MYREALDATA\Accountant_J.pro | 10:34:56 PM |
| | QBLivePro.myrealdata.net | 10:35:12 PM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 10:35:22 PM |
| | Carrie, could you please elaborate on the issue? Are you referring to a login issue? (Edited) | 10:36:41 PM |
| Carrie McKitrick | it is working now. thanks | 10:38:07 PM |
| Yash Kalra | Great to hear that, please let me know the issue so that I can make sure it won't occur again. (Edited) | 10:38:52 PM |

| | | |
|--|---|-------------|
| | Are we still connected here? | 10:39:33 PM |
| | Are we still connected here? | 10:41:11 PM |
| | Are we still connected here? | 10:43:02 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:43:11 PM |
| | <i>Yash Kalra has ended this chat session</i> | 10:43:14 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


16 Sep, 8:46:55 PM

#81587 gail
Email: gail@echotaxaz.com 📞 6024103439
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: 58 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 52 Secs

| | | |
|----------|--|--------------------|
| gail | Hello, I am your Acebuddy | 16 Sep, 8:46:56 PM |
| Acebuddy | Hello Gail, I'm your Ace Buddy. I'll be happy to assist you! | 8:46:56 PM |
| | Whom Would You Like to Connect With? | 8:46:56 PM |
| gail | Technical Support (QB & App Hosting) | 8:47:05 PM |
| Acebuddy | Welcome to Ace Support. | 8:47:05 PM |
| | Please chose an option : | 8:47:05 PM |

| | | |
|--|---|------------|
| gail | I'd like to report an Issue | 8:47:15 PM |
| Acebuddy | Please select an option! | 8:47:15 PM |
| gail | Other Issue | 8:47:20 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:47:20 PM |
| gail | The Ultra Tax program is not responding. I got a response when i tried to transmit a return that it could not connect to the Thomson reuters server. | 8:48:38 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:48:38 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:48:38 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 8:48:53 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 8:49:03 PM |
| | Hello Gail, I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:49:34 PM |
| gail | Echo tax and Consulting and user name GailRE | 8:51:21 PM |
| Ashutosh Mishra | Is this the first time you are facing this issue? | 8:51:42 PM |
| gail | Today yes..I got in to the program and tried to transmit a return and got the a notice that it could not connect to the server (UT side). I closed out of the program and went back in and the program loaded but when I try to go from the Alerts page to client profiles, it just spins and states program not responding | 8:53:44 PM |
| Ashutosh Mishra | I will surely help you with this issue. Please also let me know if any other user is also affected by this issue. | 8:56:08 PM |
| gail | Just that...I tried to transmit a return, didn't work and now I can't seem to even get to the client profiles... | 8:56:47 PM |
| Ashutosh Mishra | May I take the remote access of your server to assist further? | 8:57:16 PM |
| gail | yes please | 8:58:02 PM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 8:58:09 PM |
| gail | ok, all yours | 8:59:09 PM |
| Ashutosh Mishra | I am not able to view anything on your server end through remote session. | 9:01:26 PM |
| | May I log off your account? | 9:01:53 PM |
| | Are we still connected here? | 9:03:33 PM |
| | Are we still connected here? | 9:05:08 PM |
| | Are we still connected here? | 9:07:03 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 9:10:48 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 12:30:46 AM

#81251 Johnny J Carter
Email: johnny@carterbusinesssolutions.com 📞 2024914595
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: 44 Secs
City: SILVER SPRING
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 19 Secs

| | | |
|-----------------|--|--------------------|
| Johnny J Carter | Hello, I am your Acebuddy | 8 Sep, 12:30:48 AM |
| Acebuddy | Hello Johnny J Carter, I'm your Ace Buddy. I'll be happy to assist you! | 12:30:49 AM |
| | Whom Would You Like to Connect With? | 12:30:49 AM |
| Johnny J Carter | Technical Support (QB & App Hosting) | 12:31:12 AM |
| Acebuddy | Welcome to Ace Support. | 12:31:12 AM |
| | Please chose an option : | 12:31:12 AM |
| Johnny J Carter | I'd like to report an Issue | 12:31:19 AM |
| Acebuddy | Please select an option! | 12:31:20 AM |
| Johnny J Carter | Other Issue | 12:31:29 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:31:29 AM |
| | <i>12:31:57 AMJohnny J Carter is sharing a file with you</i> <i>image.png - (Size:19.48 KB)</i> | 12:31:57 AM |
| | <i>receiving these two messages when trying to connect</i> | |
| | <i>12:32:30 AMJohnny J Carter is sharing a file with you</i> <i>image.png - (Size:19.95 KB)</i> | 12:32:30 AM |
| | | |

| | | |
|-----------------|--|-------------|
| | Please wait while we connect you to a Support Representative | 12:32:30 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:32:30 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 12:32:36 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 12:32:49 AM |
| | Hello Johny, I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:33:18 AM |
| Johnny J Carter | User name PageE.pro1@myrealddata.net | 12:34:43 AM |
| | qblivepro1.myrealddata.net | 12:34:58 AM |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 12:35:28 AM |
| | The account is currently inactive, you can activate the account using My Portal. | 12:39:47 AM |
| Johnny J Carter | yes, when I try to log into my portal I'm not receiving the email or text with verification code. I believe it is going to an old phone number | 12:41:05 AM |
| Ashutosh Mishra | May I know the email address that the verification code should go to? | 12:41:52 AM |
| Johnny J Carter | jcarter@newpoint.biz | 12:42:04 AM |
| Ashutosh Mishra | Currently it will be going to peastman@newpoint.biz | 12:42:25 AM |
| | We would require a formal request to change the email address. | 12:42:44 AM |
| | Please send the request to support@acecloudhosting.com. | 12:43:35 AM |
| Johnny J Carter | how do we make the formal request, that person no longer works here so who would be able to make the request?I realize now I've been receiving the emails because there was an auto forward set up but their email is now inactive | 12:44:14 AM |
| Ashutosh Mishra | Make sure to mention the full name, contact number and email address that should be updated for the new My Portal admin. | 12:45:05 AM |
| Johnny J Carter | ok thank you | 12:45:58 AM |
| Ashutosh Mishra | Is there anything else I may help you with ? | 12:46:53 AM |
| | Are we still connected here? | 12:49:44 AM |
| Johnny J Carter | yes, just sent in request thanks for your help | 12:49:57 AM |
| Ashutosh Mishra | Yes, we have received the request however please note that we require the request from registered contact email that is [johnny@carterbusinesssolutions.com] (mailto:johnny@carterbusinesssolutions.com) please make sure to send request through the registered email address. | 12:52:07 AM |
| | Since My Portal admin changes will be completed by the relevant team hence to avoid any further delays I will activate the account from the backend. (Edited) | 12:52:13 AM |
| Johnny J Carter | ok will resend | 12:52:59 AM |
| Ashutosh Mishra | Great, I have also activated the account. | 12:53:20 AM |
| | Is there anything else I may help you with ? | 12:53:24 AM |
| Johnny J Carter | | 12:53:41 AM |

| | | |
|-----------------|--|-------------|
| | no that's it thank you | |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 12:53:59 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 12:54:02 AM |

Ashutosh Mishra has ended this chat session

12:54:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


21 Sep, 4:12:26 AM

#81755 Cherise Quimby
Email: cherise@surreelvideo.com 📞 17023518329
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: 14 Secs
City: NORTH LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 22 Secs

| | | |
|----------------|---------------------------|--------------------|
| Cherise Quimby | Hello, I am your Acebuddy | 21 Sep, 4:12:26 AM |
|----------------|---------------------------|--------------------|

| | | |
|---|--|------------|
| | My quickbooks file is not there | 4:12:40 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 4:13:43 AM |
| Cherise Quimby | Hi Ashutosh | 4:13:45 AM |
| | It's me again. | 4:13:48 AM |
| | I just opened quickbooks but my company files are not there. | 4:13:58 AM |
| | Please remote back in so I can show you | 4:14:05 AM |
| Ashutosh Mishra | Sure | 4:14:12 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 4:14:17 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 4:14:24 AM |
| Cherise Quimby | ok | 4:14:28 AM |
| Ashutosh Mishra | https://assist.acecloudhosting.com/join/2332149820 (Edited) | 4:14:34 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 4:46:57 AM |
| Ended due to chat idle timeout | | 4:46:57 AM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81387 COLTIN MATTHEW CAMP

Email: coltin@bpgcpas.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: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 38 Secs

| | | |
|---|--|--------------------|
| | | |
| COLTIN MATTHEW CAMP | Hello, I am your Acebuddy | 10 Sep, 8:18:56 PM |
| Acebuddy | Hello Coltin Matthew Camp, I'm your Ace Buddy. I'll be happy to assist you! | 8:18:56 PM |
| | Whom Would You Like to Connect With? | 8:18:56 PM |
| COLTIN MATTHEW CAMP | Technical Support (QB & App Hosting) | 8:19:09 PM |
| Acebuddy | Welcome to Ace Support. | 8:19:09 PM |
| | Please chose an option : | 8:19:09 PM |
| COLTIN MATTHEW CAMP | I'd like to report an Issue | 8:19:18 PM |
| Acebuddy | Please select an option! | 8:19:18 PM |
| COLTIN MATTHEW CAMP | Password Reset | 8:19:24 PM |
| Acebuddy | Please select an option below | 8:19:24 PM |
| COLTIN MATTHEW CAMP | Not Enrolled to Selfcare Portal | 8:19:31 PM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 8:19:31 PM |
| | Do you need any further assistance on the topic? | 8:19:31 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:49:34 PM |
| | Ended due to chat idle timeout | 8:49:34 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81791 Robert Anderson

Email: bob@farmfinancialsolutions.com ☎ (507) 644-2012

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: WILLMAR
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 21 Secs

| | | |
|-----------------|---|---------------------|
| Robert Anderson | Hello, I am your Acebuddy | 22 Sep, 10:01:16 PM |
| Acebuddy | Hello Robert Anderson, I'm your Ace Buddy. I'll be happy to assist you! | 10:01:17 PM |
| | Whom Would You Like to Connect With? | 10:01:17 PM |
| Robert Anderson | Technical Support (QB & App Hosting) | 10:01:21 PM |
| Acebuddy | Welcome to Ace Support. | 10:01:21 PM |
| | Please chose an option : | 10:01:21 PM |
| Robert Anderson | I'd like to report an Issue | 10:01:26 PM |
| Acebuddy | Please select an option! | 10:01:27 PM |
| Robert Anderson | Other Issue | 10:01:30 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:01:30 PM |
| Robert Anderson | We cannot connect to the cloud | 10:01:50 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:01:50 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:01:50 PM |
| Robert Anderson | And he is having trouble printing | 10:02:00 PM |
| | We also cannot see each others tax plans | 10:02:20 PM |
| | Lastly, we are out of c drive space | 10:02:35 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 10:03:03 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 10:03:11 PM |
| Robert Anderson | We cannot get my dad | 10:03:35 PM |
| | s computer to connect | 10:03:41 PM |
| | it gets stuck on intializing | 10:04:06 PM |
| Anjainay Singh | No Worries Robert, I understand your concern and will surely assist you with all your issues. | 10:04:39 PM |
| | Could you please confirm since when he is not able to login into the server? | 10:05:04 PM |
| Robert Anderson | it goes on and off | 10:05:49 PM |
| | its been happening on and off for 8 months | 10:06:03 PM |
| | | |

| | | |
|-----------------|--|-------------|
| Anjainay Singh | I got your concern, could you please confirm apart from him is there any other users who is facing same issue ? | 10:07:01 PM |
| Robert Anderson | Nope, just the RobertA server is the issue | 10:07:38 PM |
| Anjainay Singh | Thankyou for your confirmation. Robert. | 10:08:03 PM |
| Robert Anderson | Neither one of us can print from our tax planner software | 10:08:04 PM |
| Anjainay Singh | Surely I will also look into this issue. | 10:08:21 PM |
| Robert Anderson | And we are not able to see each others tax plans either. We have all sorts of issues | 10:08:41 PM |
| Anjainay Singh | I truly understand your all concern and issue you are having due to it , please provide me 1-2 minutes so that I can check it at my end. | 10:09:56 PM |
| | May I take the remote access of your local computer? | 10:10:16 PM |
| Robert Anderson | yes | 10:10:26 PM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 10:10:38 PM |
| Robert Anderson | I already did | 10:10:53 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/4652296555 | 10:11:08 PM |
| | Please copy this URL at your local machine browser and download the remote access file. | 10:11:31 PM |
| | Click on downloaded RDP file and click on accept and continue. | 10:11:52 PM |
| | Please stay connected. | 10:20:40 PM |
| | Since we have got your confirmation to disconnect the chat over zoho assist session , so we are disconnecting the chat | 10:23:36 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 10:23:38 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81767 rbason

Email: rbason@basoncpa.com 📞 3362735649

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

22 Sep, 6:10:35 PM

Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: GREENSBORO
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 7 Secs

| | | |
|---------------------|--|--------------------|
| rbason | Hello, I am your Acebuddy | 22 Sep, 6:10:36 PM |
| Acebuddy | Hello Rick Bason, I'm your Ace Buddy. I'll be happy to assist you! | 6:10:38 PM |
| | Whom Would You Like to Connect With? | 6:10:38 PM |
| rbason | Technical Support (QB & App Hosting) | 6:10:49 PM |
| Acebuddy | Welcome to Ace Support. | 6:10:49 PM |
| | Please chose an option : | 6:10:49 PM |
| rbason | I'd like to report an Issue | 6:10:59 PM |
| Acebuddy | Please select an option! | 6:10:59 PM |
| rbason | Other Issue | 6:11:05 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:11:05 PM |
| rbason | When I login now, the Remote Desktop extends to all of my screens. Typically I run only on 1 screen and use the other screens for other applications. It does this at home and at work. I can't figure out how to change this. | 6:11:31 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:11:32 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:11:32 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 6:11:56 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 6:12:26 PM |
| rbason | Thank you. I need it. | 6:12:44 PM |
| Vikas Singh Chauhan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:13:14 PM |
| rbason | I'm looking for that. I did find our client id - CID74615 | 6:14:33 PM |
| Vikas Singh Chauhan | Client ID will work. | 6:14:54 PM |
| | Kindly allow me two minutes to check the same.\ | 6:14:58 PM |
| rbason | This early email says that my username is CID74615 but I think that was something early. | 6:15:40 PM |
| Vikas Singh Chauhan | Found it, the server name is Bason.myrealdata.net. | 6:16:11 PM |
| | | |

| | | |
|---------------------|--|------------|
| | May I take the remote access of your local computer? | 6:16:15 PM |
| rbason | Yes | 6:16:26 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 6:17:03 PM |
| | https://assist.acecloudhosting.com/join/6762478997 | 6:17:21 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:17:30 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:24:21 PM |
| | Is there anything else I may help you with ? | 6:25:35 PM |
| rbason | I think that's it. Thanks so much! | 6:26:11 PM |
| Vikas Singh Chauhan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 6:26:21 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 6:26:25 PM |
| | Have a good one . | 6:26:31 PM |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 6:26:44 PM |



