

Chat Trans

Hello, I am your Ac

Visitor Details

#83357 sbeltran
Email: sbeltran@goldingroup.biz 📞 240-752-8841
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 32 Secs
City: ROCKVILLE
State: Maryland
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Karan Bhattacharya accepted the chat transfer request.

| | |
|--------------------|--|
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. |
| sbeltran | Hi Karan |
| | Thank you I need to rsent a password i did sent an email 5v hrs aogo and not answer and this is urgent |
| Karan Bhattacharya | ok,checking few details at backend,please allow me few minutes. |
| sbeltran | Ok. Those are the details from the client that need the password |
| | Client: Username: myrealddata\SotoPLLC.pa Password: ADts@#24 |
| | be carful that only be changed SOTOPLLC we have two more comoanies under the cloud |
| Karan Bhattacharya | Can you please confirm me your account name? |
| | Is it Soto Architecture and Urban design? |
| sbeltran | CID 66670 |
| Karan Bhattacharya | ok |
| sbeltran | That works |
| | Server name Qblivepa.myrealddata.net |
| Karan Bhattacharya | Through Myportal this account owner sergei@goldingroup.biz can reset your password as well as through selfcare also yo |
| sbeltran | PLease help me to do this it is very urgent |
| Karan Bhattacharya | SelfCare (1) 1.pdf |
| | Please check if you can access it. |
| sbeltran | It ask for some creentials that i don´t have |
| Karan Bhattacharya | ok,give me a minute |
| sbeltran | Please |
| | myportal.acecloudhosting.com |
| | Is this the web? |
| Karan Bhattacharya | https://selfcare.acecloudhosting.com/ |
| | please access this |
| sbeltran | But I donñt have that password |
| Karan Bhattacharya | give your username there and it will ask for few question |
| | that will be for enrollment |
| | let me access your server,give me a minute. |
| sbeltran | Hi sorry I lose you for a moment |
| | I try with sergei as user name and it is not working |

| | |
|--------------------|---|
| Karan Bhattacharya | ok,let me check the detail at backend. |
| sbeltran | sergei@goldingroup.biz |
| | This is the user name that are suposed to handle the account |
| | hi |
| Karan Bhattacharya | hello |
| | this user account can reset your password sergei@goldingroup.biz if incase your accoun |
| | Are we still connected? |
| sbeltran | yes |
| Karan Bhattacharya | for enrolling in self care please find the steps |
| | SelfCare Portal Enroll User Guide 1.pdf |
| sbeltran | for this time can you do it.... the client ned to work uegently in this server |
| | I ask you 4 hours ago for this trougt qn eamil and no answer yet |
| Karan Bhattacharya | I understand the urgency,let me share the password on email of yours |
| | Can you please share me the email subject line or ticket number related to it if possible? |
| sbeltran | Vishal Dharan 1:06 PM (4 hours ago) to me Dear Sandra SANDRA, Greetings from Ace Cloud! Ticket ID: 797449 Issue: Golc for the specified account shortly. You can expect an update within 1-2 hours. Please feel free to reach us if you need furth instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@a |
| Karan Bhattacharya | Thank you for that,allow me few minutes,we are sharing over the same. |
| sbeltran | Please |
| Karan Bhattacharya | Can you please confirm the username for which you are looking to reset the password? |
| | Is this the username myrealdata\SotoPLLC.pa? |
| sbeltran | sergei@goldingroup.biz |
| | SOTO is the company and that is the client need to be reset |
| Karan Bhattacharya | I can see the account name: SOTO Architecture And Urban Design with the CID number: CID66735 |
| | and there is only user: SotoPLLC.pa@myrealdata.net |
| | Would you like me to reset the password for same? |
| sbeltran | yesn please |
| Karan Bhattacharya | ok |
| sbeltran | We have 3 client EWM, Soto and ACPS |
| | And we are the accounting firm so I don´t know how it works |
| Karan Bhattacharya | We have sent the email for password reset,please check the same |
| | We have replied over the same mail of yours. |
| | |

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|---|--|
| | Are we still connected? |
| | Are we still connected? |
| | Are we still connected? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| <i>Karan Bhattacharya has ended this chat session</i> | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83611 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| LESLIE STEPHENS | Hello, I am your Acebuddy |
| Acebuddy | Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| LESLIE STEPHENS | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| LESLIE STEPHENS | I'd like to raise a Request |

| | |
|-----------------|--|
| Acebuddy | Please select your request type. |
| LESLIE STEPHENS | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| LESLIE STEPHENS | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| LESLIE STEPHENS | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| LESLIE STEPHENS | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| LESLIE STEPHENS | Unable to get in because license needs to be synced, |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sourav Chhikara accepted the chat transfer request.</i> |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today. |
| | I understand your concern and I will surely assist you with this. |
| | Could you please share the screenshot of the error message? |
| LESLIE STEPHENS | Okay |
| | <i>9:13:14 PMLESLIE STEPHENS is sharing a file with you</i> <u>SCREENSHOT 11-13-25.pdf</u> - (Size:245.87 KB) |
| Sourav Chhikara | Thank you for sharing the screenshot. |
| LESLIE STEPHENS | Quickbooks tried to help me but it wouldn't let me sync. |
| Sourav Chhikara | As I checked your account details you have QuickBooks license from Intuit itself and it is expired as per the screenshot. W |
| | Did they share any new license details with you? |
| LESLIE STEPHENS | No. They said it does not renew until 4/21/2026 |
| | And that syncing would make that go away/ |
| Sourav Chhikara | Do you have your Intuit login credentials? |
| LESLIE STEPHENS | Yes |
| | leslie@stephenshardwood.com |
| Sourav Chhikara | May I take the remote access of your local computer? |
| LESLIE STEPHENS | Yes |
| Sourav Chhikara | Prior providing the access, I would suggest you to close any important documents at your end. |
| | |

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|--|---|
| | https://assist.acecloudhosting.com/join/6292655535 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat. |
| | We are making some changes and we will update you in next 45-60 mins. |
| | I will be closing this chat for now and will drop an email. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Sourav Chhikara has ended this chat session



Chat Trans

Hello, I am your Ac

Visitor Details

#83629 Keith Wolff
Email: kwolff@wolffurban.com 📞 13106258184
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 14 Secs
City: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Keith Wolff | Hello, I am your Acebuddy |
| Acebuddy | Hello Keith Wolff, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Keith Wolff | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Keith Wolff | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Keith Wolff | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Keith Wolff | I re-instated a user and am getting an error when trying to login - it says group policy service failed |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Keith |
| Keith Wolff | thank you |
| Shashwat Verma | I will surely help you with this issue. |
| Keith Wolff | I reinstated a User - Shana Kaplan - and I am getting an error when logging in |
| Shashwat Verma | Okay |
| Keith Wolff | thank you |
| Shashwat Verma | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to this account only? |
| Keith Wolff | Only this user that I am aware of] |
| Shashwat Verma | When the last time they were able to access the server? (Edited) |
| Keith Wolff | I will try now under my login... be right back |
| | I am able to log in under my login - just the Shana Kaplan login is not wokring |
| Shashwat Verma | Okay |
| | Kindly allow me two minutes to check the same. |
| Keith Wolff | thank you |
| Shashwat Verma | Could you please share me the remote access of ShanaKaplan (Edited) |
| | I'll share you the link you can just open the same on the affected pc. |
| | |

| | |
|----------------|---|
| | Is that possible? |
| Keith Wolff | yes - please send link and I can share my screen |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/8082594133 |
| | Kindly Click on the link and open the downloaded file. |
| Keith Wolff | are you in? |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat. |
| Keith Wolff | ok |
| Shashwat Verma | As per the remote session, we have resolved the group policy issue by resetting the profile of the affected user. |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session



Chat Trans

Hello, I am your Ac

Visitor Details

#83550 Jacob LaCour
Email: jacob@expertbookkeeping.net ☎ 13372703513
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: 55 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

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|----------------|--|
| Jacob LaCour | Hello, I am your Acebuddy |
| Acebuddy | Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jacob LaCour | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jacob LaCour | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jacob LaCour | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Jacob LaCour | I have a program running on my server and it is not responding. I can not kill it. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Jacob LaCour | Thank you! |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| | <i>Shubham Maurya is transferring the chat to Shashwat Verma.</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Jacob |
| Jacob LaCour | good morning |
| | What information do you need from me? |
| Shashwat Verma | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only |
| Jacob LaCour | This is the 1st time. |
| Shashwat Verma | Okay |
| | |

| | |
|----------------|---|
| | Could you please confirm the application name? |
| Jacob LaCour | Drake 2022 Tax |
| Shashwat Verma | Kindly try now |
| Jacob LaCour | one second. |
| Shashwat Verma | Sure, please take your time |
| Jacob LaCour | That seems to take care of it. |
| | I do I have one other issue. do I need to open another ticket or it is something you can assit with also. |
| Shashwat Verma | Let me know the same |
| Jacob LaCour | I am trying to extend my remotedesktop to a second display is that possiable |
| | extend have dual dispaly |
| Shashwat Verma | Sure, Jacob, I can either share you the instruction or shall I show you the same on remote session? |
| Jacob LaCour | I would love to allow you to assist |
| | do i need to get on remote? |
| | how can I move this chat remotely |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/1182955427 |
| Jacob LaCour | I have nothing running |
| Shashwat Verma | Kindly Click on the link and open the downloaded file. |
| Jacob LaCour | Think i am in |
| | so come here |
| Shashwat Verma | Kindly open this link in local pc |
| | https://assist.acecloudhosting.com/join/4852387522 |
| | Issue resolved by removing the session from backend and also enable the multi-monitor option |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83848 allison capron
Email: allison.capron@gwtcpas.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 18 Secs
City: COSTA MESA
State: California
Country: UNITED STATES

Chat Transcript

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|----------------|--|
| allison capron | Hello, I am your Acebuddy |
| Acebuddy | Hello Allison Capron, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| allison capron | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| allison capron | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| allison capron | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| allison capron | Need additional help with Ace support ticket with reference 802512 |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

| | |
|-----------------|---|
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I will surely help you with this. |
| | Kindly allow me two minutes to check the same. |
| allison capron | thank you. also might need help with resetting password |
| Ashutosh Mishra | Hello Allison, may I know if the issue related to printing still persists? Are you able to print or save to pdf? |
| allison capron | yes issue still persists. i am not able to |
| Ashutosh Mishra | Please also let me know, are you able to access the server or password reset would be required right now? |
| allison capron | i can access the server now bc the password is saved. but yesterday i was given an RDP file and it asked for password and |
| Ashutosh Mishra | Thank you for providing the details. Allison, we would need approval from Jack to reset the password, or he can also reset |
| allison capron | ok but will i need to type in a password for this issue or will my saved password work? |
| Ashutosh Mishra | When you will enter password in RDP there is a check box to save the password. Once you have checked the box it will nc |
| allison capron | okay let me reset my password really quick |
| Ashutosh Mishra | Sure |
| allison capron | can you call me back? |
| Ashutosh Mishra | Would you like further assistance over the phone only as I can also remote in on your local computer to assist better with |
| allison capron | oh okay you can take control/do remote session while on call? if so, then yes that would be better |
| Ashutosh Mishra | Sure, if you prefer assistance over the call, I can also schedule that. The remote session can also be conducted over the c |
| | Kindly share your callback number, time zone and time frame and one of our senior engineers will reach out over the pho |
| allison capron | great thanks. my phone # is +1 703-599-7905. time frame: Nov 20 11am EST-2pm EST |
| Ashutosh Mishra | Thank you for the details. We will contact you tomorrow at your preferred timeframe. |
| | Is there anything else I may help you with ? |
| allison capron | no thats fine. thanks! |
| Ashutosh Mishra | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83358 Mohita Chadha
Email: mohita@kaurtax.com 📞 19097099000
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: BLOOMINGTON
State: California
Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Mohita Chadha | Hello, I am your Acebuddy |
| Acebuddy | Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Mohita Chadha | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mohita Chadha | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mohita Chadha | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Mohita Chadha | Hello - I would like to download Lacerte 2025. Can you please help with that? |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |

Abhay Kumar Saraswat accepted the chat transfer request.

| | |
|-------------------------|---|
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| | Sure. |
| Mohita Chadha | Thank you |
| Abhay Kumar Saraswat | Is this for account : Kaur Tax PC ? |
| Mohita Chadha | yes |
| Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | Do you have the setup file of Lacerte 2025? (Edited) |
| Mohita Chadha | no |
| | are you able to get that or do I need to do something on my end? |
| Abhay Kumar Saraswat | So, would you like to install us Lacerte 2025 on your server? |
| Mohita Chadha | yes please |
| Abhay Kumar Saraswat | Okay, let me confirm with the team as it is recently launched application. |
| | Kindly allow me two minutes to check the same. |
| | I apologize for any delay. Thank you for your patience. |
| | I just confirmed, please download the setup file on the server from your end, providing the required details (such as userr on your server. |
| | Are we still connected here? |
| Mohita Chadha | yes |
| | how do you download it? |
| Abhay Kumar Saraswat | No, we can't. |
| | We'll install when we receive the setup file from you. |
| Mohita Chadha | sounds good |
| Abhay Kumar Saraswat | Is there anything else I may help you with ? |
| Mohita Chadha | that's it |
| | thank you! |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |

| | |
|--|---|
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83738 Brian Jarvis
Email: bjarvis@jarvcpa.com 📞 2816469088 X 102
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat-mail.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: DANA POINT
State: California
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------------|---|
| Brian Jarvis | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| Brian Jarvis | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| | Hello Brian |
| Brian Jarvis | Hello Sujeet |
| Sujeet Kumar Suman | How are you doing? |
| Brian Jarvis | I need to install Quickbooks on our cloud server |
| Sujeet Kumar Suman | Sure, I can help with that. |
| Brian Jarvis | i have the exe file ready |
| Sujeet Kumar Suman | To proceed with the QuickBooks application, we need authorization via email along with the QuickBooks application license key. |
| | Once the chat ends, we will send you an email for authentication and the details about the QuickBooks application. |
| Brian Jarvis | Okay, thank you |
| Sujeet Kumar Suman | Most welcome Brian. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| Brian Jarvis | nothing else needed, thank you |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of the chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response. |
| | 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>Sujeet Kumar Suman has ended this chat session</i> |

Chat Trans

Hello, I am your Ac

Visitor Details

#83709 Marcos Ponce
Email: office@bassettflooring.com ☎ 5305827428
Department: Support(QB & App Hosting)
Operator: Sourav Chhikara
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: TRUCKEE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Marcos Ponce | Hello, I am your Acebuddy |
| Acebuddy | Hello Marcos Ponce, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Marcos Ponce | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Marcos Ponce | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Marcos Ponce | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Marcos Ponce | Outlook email is not working properly. |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

| | |
|-----------------|---|
| | <i>Sourav Chhikara accepted the chat transfer request.</i> |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today. |
| Marcos Ponce | Hello Sourav and thank you very much |
| Sourav Chhikara | My pleasure Marcos, could you please elaborate your concern a little. What exactly issue you are facing with outlook. (Edi |
| | <i>10:40:13 PM</i> Marcos Ponce is sharing a file with you image.png - (Size:6.57 KB) |
| | Thank you for sharing the screenshot, please allow me a moment to check and confirm. |
| | I am checking some details from the backend please allow me sometime. |
| Marcos Ponce | Absolutely, take your time. |
| Sourav Chhikara | Thank you for understanding. |
| | May I take the remote access of your local computer? |
| | Are we still connected here? |
| Marcos Ponce | absolutely you may |
| Sourav Chhikara | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/2212852276 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat. |
| | Are we still connected here? |
| Marcos Ponce | yes |
| Sourav Chhikara | please log back into the server |
| Marcos Ponce | i just logged back in |
| Sourav Chhikara | okay, sending you the remote request |
| | please log in to outlook (Edited) |
| | please check outlook now |
| | Marcos, could you confirm if we can reboot the server? |
| | Every user needs to be logged out from server. |
| Marcos Ponce | yes we may reboot |
| Sourav Chhikara | I can see that Jason and Terry is also logged in right now. |
| | Could you please ask them to save there work as I will sign out and reboot the server. |
| Marcos Ponce | perfect, just asked and they are out |
| Sourav Chhikara | Thank you Marcos let me reboot the server. |
| | |

| | |
|-----------------|---|
| | https://assist.acecloudhosting.com/join/6382250800 |
| | Kindly paste this link in the browser of local computer and join the session. |
| Marcos Ponce | in the ace cloud browser? |
| Sourav Chhikara | No, local computer outside the server. |
| | Just open your Chrome browser and paste the link, do not login to server for now. |
| | We are connected now. |
| | Marcos your outlook is working fine now? |
| | Is there anything else I may help you with? |
| Marcos Ponce | This was happening on every other user's cloud host as well. do you mind if i have them check as well? |
| Sourav Chhikara | Yes Marcos, I am aware of this thing that's why I disconnected all the users and worked accordingly. Could you please ask |
| | Please ask them to restart the app and check if error pops up or not. |
| Marcos Ponce | theirs are working as well. Thank you so much! |
| Sourav Chhikara | It shouldn't be the case btw as I have ran the updates on the server and I hope issue is resolved for everyone. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Sourav Chhikara has ended this chat session



Chat Trans

Hello, I am your Ac

Visitor Details

#83485 valeria
Email: valeria@cpagoveo.com 📞 17877885505
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: TOA BAJA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

| | |
|----------------------|--|
| valeria | Hello, I am your Acebuddy |
| Acebuddy | Hello Valeria, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| valeria | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| valeria | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| valeria | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| valeria | Hello, we cannot access the internet through the cloud. None of the webpages are loading. Server name is: GoveoAsociat |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Abhay Kumar Saraswat accepted the chat transfer request. |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| | I deeply apologize for the inconvenience caused to you. |
| | Is this issue occurring only for you, or are other users on the server also experiencing it? |
| valeria | Everyone had the same issue. Now it's working, I'm not sure what went wrong. Thank you anyways! |
| Abhay Kumar Saraswat | No worries. |
| | It might be some glitch or sudden network connectivity issue. |
| | Is there anything else I may help you with ? |
| valeria | That would be all thanks! |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |

| | |
|--|---|
| | <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 survey to provide feedback on your experience.</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 your feedback.</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> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> |
| | |

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

I cannot connect to RDP

Visitor Details

#83176 Tasnim

Email: tasnim@columbiatax.com 📞 2022390025

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/thank-you/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: TEJGAON

State: Dhaka

Country: BANGLADESH

| | |
|----------|---|
| | |
| Tasnim | I cannot connect to RDP |
| Siddhant | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. |
| | Siddhant is transferring the chat to Support(QB & App Hosting). |
| Tasnim | Hi Siddhan, I cannot connect to RDP |
| | Shashwat Verma accepted the chat transfer request. |
| | |

| | |
|----------------|--|
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Tasnim |
| Tasnim | Hi |
| Shashwat Verma | I will surely help you with this issue. |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only |
| Tasnim | Only my problem |
| Shashwat Verma | Thanks for the confirmation ! |
| | May I take the remote access of your local computer? |
| Tasnim | Yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/7782932238 |
| Tasnim | Ok |
| Shashwat Verma | Kindly Click on the link and open the downloaded file. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat. |
| | Looks like you have just disconnected the session? |
| | Are we still connected here? |
| Tasnim | yes counnceted |
| Shashwat Verma | Shall we restart the session, or you would like to connect later? |
| Tasnim | Pls tell me what to do? |
| Shashwat Verma | Tansim, looks like you are using wrong password to login the server |
| | We recommend you to reset the password from selfcare portal, we can help you to do the same |
| | Are we still connected here? |
| Tasnim | Yes |
| Shashwat Verma | May I take the remote access of your local computer? |
| Tasnim | Yes |
| Shashwat Verma | https://assist.acecloudhosting.com/join/7992696837 |
| | Kindly Click on the link and open the downloaded file. |
| | As per the remote session issue resolved by reconfigure the rdp and reseting the password |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83753 Melissa Harbater
Email: harbater3@yahoo.com ☎ 13053108043
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 3 Secs
City: BELLEVIEW
State: Florida
Country: UNITED STATES

Chat Transcript

| | |
|------------------|--|
| Melissa Harbater | Hello, I am your Acebuddy |
| Acebuddy | Hello Melissa Harbater, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Melissa Harbater | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Melissa Harbater | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Melissa Harbater | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Melissa Harbater | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Melissa Harbater | When I print checks, Incorrect license key or demo evaluation period expired, prints across the checks |
| | |

| | |
|------------------|---|
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| | <i>Shashwat Verma is transferring the chat to Luv.</i> |
| | <i>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. |
| | how are you? |
| Melissa Harbater | not good I can't print checks |
| Luv | Okay, I will surely assist you with this, may I know your server name and account name? |
| Melissa Harbater | Quickbooks FtMcCoy Food Store. Is this what you need |
| Luv | Let me check, Kindly give me two minutes |
| Melissa Harbater | ok |
| Luv | Please stay connected, I am working on it |
| Melissa Harbater | ok |
| Luv | We are checking this on backend, allow me 5-10 minutes, thank you for your patience |
| Melissa Harbater | ok |
| Luv | It should be resolved, can you try printing again? (Edited) |
| Melissa Harbater | It is working, thanks. Is there anything I can do in the future because this same thing happened last week? or do I have to |
| Luv | Um is it fine If I take remote of your local system to check if you have Uniprint management console installed, there is sor |
| | Try to search management console in the start menu |
| | <i>9:23:35 PMLuv is sharing a file with you</i> <i>image.png</i> - (<i>Size:8.79 KB</i>) |
| | it should look like this |
| | Are you there? (Edited) |
| Melissa Harbater | sorry i was looking, but im not understanding where to find that. I dont know much about computers. |
| Luv | Okay, let me send you a zoho assist link on your email and I will see if it is installed for you. |
| Melissa Harbater | ok thanks |
| Luv | Just sent the link on this email please follow the instructions on it. harbater3@yahoo.com |
| | So you just have the uniprint Client on your end, not the management Console, it is something that you will have to reach escalated futher in the future. |
| | I have disconnected the remote session |
| | Are you there? |
| | due to no response I will be disconnecting the chat. |

| | |
|--|---|
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Luv has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83428 diana

Email: diana@dmbkinc.com 📞 4155778892

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

| | |
|--------------------------------|--|
| diana | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| diana | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| Ended due to chat idle timeout | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83719 Alexis Woodford Demko
Email: alexis@sandiegodemolition.com ☎ 16199772652
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

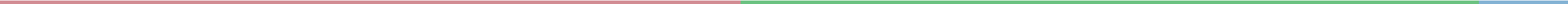
Chat Transcript

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

| | |
|-----------------------|---|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Alexis Woodford Demko | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Alexis Woodford Demko | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Alexis Woodford Demko | We are in a training process and require a user with access to the remote desktop who can authenticate to it. We don't wa |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| | I will be surely assisting you with this. |
| Alexis Woodford Demko | Thank you |
| Abhay Kumar Saraswat | Is this for account: San Diego Demolition LLC? |
| Alexis Woodford Demko | yes |
| Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | Just to reconfirm—are you requesting temporary access to the remote desktop? |
| Alexis Woodford Demko | Yes |
| | We are in a training process and require a user with access to the remote desktop who can authenticate to it. |
| Abhay Kumar Saraswat | Thank you for the information. |
| | So, there is no way to create a user for a training purpose or temporary. |
| | Only you can create a user from MyPortal tool and can give the name to the user like "test user", "training user" etc. |
| | And whenever the training will be complete you can disable the user at the same time from the MyPortal tool by yoursel |
| Alexis Woodford Demko | could you send me the portal |
| | link |
| Abhay Kumar Saraswat | Sure. |
| | https://myportal.acecloudhosting.com/login |
| | Here is the MyPortal link. |
| | |

| | |
|-----------------------|---|
| | Your username will be: CID74071 |
| | If you forget your MyPortal password or have never logged in before, please reset it by clicking on ' Forgot Password ' . |
| | <i>1:29:39 AM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:18.33 KB) |
| | Please let me know if you face any issue while logging in into the portal. |
| Alexis Woodford Demko | thank you |
| Abhay Kumar Saraswat | Is it working at your end? |
| | <i>The visitor's name and email address were changed.</i> |
| | Are we still connected here? |
| Alexis Woodford Demko | yes |
| | cloud you please told how I can included the user I am Log in |
| Abhay Kumar Saraswat | I'm sorry, but I didn't catch that. |
| | Are you facing any difficulties while creating a user? |
| | Are we connected, Alexis ? |
| | Are we still connected here? |
| Alexis Woodford Demko | Thank you |
| Abhay Kumar Saraswat | Please confirm. |
| Alexis Woodford Demko | Question |
| | <i>1:43:01 AM</i> Alexis Woodford Demko is sharing a file with you image.png - (Size:5.07 KB) |
| | What is the difference the this 2 options? |
| Abhay Kumar Saraswat | MFA is for the authentication and MS-Office is for the Excel, Word etc tools. |
| | If you enable these two options, both new and existing users will gain access to Microsoft products and will be able to aut |
| Alexis Woodford Demko | Okay Ms Office if active this options How much the cost? |
| Abhay Kumar Saraswat | For MS-Office , price will be \$5.99/user/month . |
| Alexis Woodford Demko | If I dont active I dont have charge correct? |
| Abhay Kumar Saraswat | Yes, correct. |
| | Is there anything else I may help you with ? |
| Alexis Woodford Demko | and how much for MFA |

| | |
|--------------------------|---|
| Abhay Kumar Saraswat | MFA cost is \$10/user/month . |
| Alexis Woodford Demko | okay thank you |
| Abhay Kumar Saraswat | Is there anything else I may help you with ? |
| | Are we still connected here? |
| Alexis Woodford Demko | no thank you for you help |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> |



Chat Trans

Hello, I am your Ac

Visitor Details

#83418 Alan Miano

Email: alan@tcateamstore.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: DALLAS

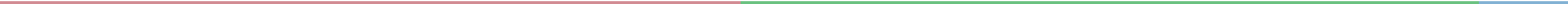
State: Texas

Country: UNITED STATES

Chat Transcript

| | |
|------------|---|
| Alan Miano | Hello, I am your Acebuddy |
| Acebuddy | Hello Alan Miano, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| | Welcome to Ace Support. |
| | Please chose an option : |
| Alan Miano | Technical Support (QB & App Hosting) |
| | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Alan Miano | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Alan Miano | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |
| Alan Miano | Yes |
| Acebuddy | I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me! |

Acebuddy has ended this chat session



Chat Trans

Hello, I am your Ac

Visitor Details

#83553 Jennifer
Email: jennifer@usstuccosupply.com 📞 7045768799
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: CLOVER
State: South Carolina
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Trans

Hello, I am your Ac

Visitor Details

#83491 craig
Email: craig@enscpany.com ☎ 7188351978
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows

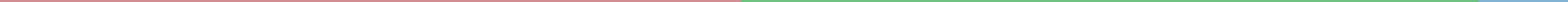
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: EAST HAMPTON
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|--------------------|---|
| craig | Hello, I am your Acebuddy |
| Acebuddy | Hello Craig, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| craig | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| craig | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| craig | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| craig | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| craig | quickbooks is not opening |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Karan Bhattacharya accepted the chat transfer request. |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. |
| craig | quickbooks 2023 is not opening in my terminal' |
| Karan Bhattacharya | What is the error are you receiving? |
| craig | i am not receiving an error. I click on the app and nothing happens |
| Karan Bhattacharya | ok.please share your myrealdata id. |
| craig | server name ESAssocInc |
| Karan Bhattacharya | your server login id ? |
| craig | user Craig |
| Karan Bhattacharya | ok |

| | |
|--------------------|---|
| | let me check details at backend |
| | allow me few minutes |
| craig | ok |
| Karan Bhattacharya | is this the id EiermanlCraig@myrealdata.net |
| craig | yes |
| Karan Bhattacharya | ok |
| | Over which quick books version are you facing the issue? (Edited) |
| | Are we still connected? |
| craig | 2023 |
| Karan Bhattacharya | ok |
| | Is it Quicbooks premier 2023 accountant edition? |
| craig | yes |
| Karan Bhattacharya | ok |
| | Shall I sign out the users from the server including you? |
| craig | who else is in the server at this time? |
| Karan Bhattacharya | HB2 and Kelly.V |
| craig | please allow me to ask them to close out of anything they are working on, so they do not lose any progress. |
| Karan Bhattacharya | ok |
| craig | evryone should be out |
| Karan Bhattacharya | let me check |
| | eiermanlseasonal2 is logged in there (Edited) |
| | shall I sign him out? |
| | eiermanljoan is also there |
| craig | ok let me contact them |
| Karan Bhattacharya | ok |
| craig | ok please go ahead |
| Karan Bhattacharya | ok |
| | I have started the qb updatation,it will take some time |
| | Shall I email you once it's done then you can login and check whether issue exists or not? |
| craig | yes |
| Karan Bhattacharya | ok,I will be doing the same once updatation completes. |
| | Is there anything else I can help you with? |

| | |
|-----------------------------------|---|
| craig | no |
| Karan Bhattacharya | ok,Thank you for your time and cooperation. |
| craig has ended this chat session | |



Chat Trans

Hello, I am your Ac

Visitor Details

#83423 Miguel Falck
Email: manager@blufoodgroup.com 📞 17868363549
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 40 Secs
City: COLONIA SAN BENITO
State: San Salvador
Country: EL SALVADOR

Chat Transcript

| | |
|---|--|
| Miguel Falck | Hello, I am your Acebuddy |
| Acebuddy | Hello Manager, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Miguel Falck | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| Acebuddy (bot) forwarded the chat request | |
| Priyanshu accepted the chat transfer request. | |
| Miguel Falck | tanks |
| Priyanshu | Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you? |

| | |
|--------------|---|
| Miguel Falck | I need information. I know we have a Power BI account; how can I deactivate it? |
| Priyanshu | can help me with your businessname |
| | and username |
| Miguel Falck | ok |
| | ok |
| | Hannah Distributor LLC : |
| Priyanshu | Thank you |
| | It seems that your server is being managed by different team |
| | Please let me transfer you chat request to the concerned team so that they may better assist you with your request |
| | <i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i> |
| Miguel Falck | ok |
| | <i>Yash Kalra accepted the chat transfer request.</i> |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. |
| Miguel Falck | I need information. I know we have a Power BI account; how can I deactivate it? |
| Yash Kalra | Kindly allow me two minutes to check you account. |
| Miguel Falck | ok |
| | <i>The visitor's name was changed from manager to Miguel Falck.</i> |
| Yash Kalra | Miguel, just to confirm, Is your request is to uninstall the Power BI application? (Edited) |
| Miguel Falck | Well, what I don't want is for them to charge me for it. |
| Yash Kalra | <div>Sir, Power BI accounts are tied to Microsoft Entra ID (formerly Azure AD). To deactivate an account, you'll need to disable it. Here are the steps (for Admins):</div> <div>Go to Microsoft 365 Admin Center</div> <div><div>1. Sign in with Global Admin credentials.</div><div>2. Go to Users → Active Users.</div><div>3. Select the user whose Power BI account you want to deactivate.</div><div>4. Choose Block sign-in or Delete user, depending on what you want:</div><div>5. Block sign-in = temporary deactivation (account remains but can't access Power BI).</div><div>6. Delete user = permanent removal (all data & licenses lost).</div></div> <div>If applicable, remove the Power BI Pro or Premium license: Go to Licenses and Apps → uncheck Power BI Pro. (Edited)</div> |
| Miguel Falck | What you suggest, or what I wish, is that they no longer charge me for that service. |
| Yash Kalra | <div>How to Stop Power BI Charges</div> <div>Step 1: Identify who has paid licenses</div> |

| | |
|--------------|---|
| | <p>Go to the Microsoft 365 Admin Center .</p> <p>Sign in with Global Administrator or Billing Administrator credentials.</p> <p>Navigate to Billing → Licenses (or *Products → Licenses*).</p> <p>Look for:</p> <p>Power BI Pro</p> <p>Power BI Premium Per User</p> <p>Power BI Premium (capacity)</p> <p>Note how many are assigned.</p> <hr/> |
| | <p>Step 2: Remove Power BI licenses from users</p> <p>Go to Users → Active Users .</p> <p>Select any user.</p> <p>In the Licenses and Apps section, uncheck:</p> <p>Power BI Pro</p> <p>Power BI Premium Per User</p> <p>Click Save Changes .</p> <p>Do this for all users who shouldn't be billed.</p> <p>Removing the license stops the per-user billing on your next invoice.</p> <hr/> |
| | <p>Step 3: Cancel Power BI subscription entirely (if no one needs it)</p> <p>If the client doesn't want <i>any</i> Power BI licenses:</p> <p>In Microsoft 365 Admin Center , go to:</p> <p>Billing → Your products</p> <p>Select Power BI Pro (or whichever license you have).</p> <p>Choose Cancel subscription .</p> <p>Follow the prompts to confirm.</p> <p>After cancellation, you will:</p> <p>Stop being billed after the current billing period.</p> <p>Lose access to Power BI workspaces, dashboards, and reports hosted in the cloud.</p> |
| | Sir, please follow these steps to avoid the charges for the Power Bi (Edited) |
| | Are we still connected here? |
| Miguel Falck | I don't understand, isn't this done on the Ace platform? |
| Yash Kalra | Miguel, we don't provide Power Bi subscription, we have just installed this application on the server. For Power Bi User Sign-in, your company must be tasking services from someone else. |
| Miguel Falck | ok |
| Yash Kalra | We really want to help you with the issue, but it does not come under our services. Thank you understanding. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| Miguel Falck | But why do I have a monthly Power BI charge from you? |

| | |
|--|--|
| Yash Kalra | Sir that must be the application charge you must be paying for the extra application that are hosted on our environment. |
| | Sir, please confirm the amount you are being charged for the Power Bi application. |
| Miguel Falck | Where do I see that? |
| Yash Kalra | Sir you can check this amount in the monthly invoice you must getting. |
| | Sir, please allow me to transfer this chat to the Billing department they can assist you better with the Power BI charges. |
| | Please provide you confirmation so that I can transfer this chat to the Billing department |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| Yash Kalra has ended this chat session | |

Chat Trans

Route 89 ventures CID74290 Please
Lacerte, I have attempted with you a
clients. The Entire program is not wo

Visitor Details

#83283 Kevin saunders

Email: ksaunders@willsaccounting.com ☎ 4349777771

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+hosting&utm_adgroup=Core_Brand_Terms&utm_device=c&gad_zFW9ae7gGX8tx1CmVEQYleT_FCOjdZY2cVuhrr7VNgns_-NbRYr6tuoaAjYoEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Kevin saunders | Route 89 ventures CID74290 Please fix our 2019 version of Lacerte, I have attempted with you and Lacerte to restore the |
| Aayush Verma | Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. |
| | <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Kevin saunders | i have no idea |
| | Route 89 ventures CID74290 - Wills and associates |
| | ksaunders@willsaccounting.com |
| Shubham Maurya | Thanks for the details, we can see that you have a ticket number #795132 for this issue |
| | Please hold on let me check on this. |
| | May I take the remote access of your server to check this at your end? |
| Kevin saunders | sure |
| Shubham Maurya | Please accept the remote access prompt on server. |
| | Please can you ask Brock Ramaglia to logout from server for a while so that we can perform reboot? |
| Kevin saunders | ok |
| Shubham Maurya | Thanks, please do let me know once we can proceed. |
| Kevin saunders | proceed |
| | i will be leaving for lunch soon, can you do this without me? |
| Shubham Maurya | It's rebooted, please login and check if it's working now. |
| | If still you are facing issue then we might need some time to work on it in your presence. |
| Kevin saunders | yes |
| Shubham Maurya | Is it working good now? |
| Kevin saunders | no |
| Shubham Maurya | Alright, we need to check for further troubleshooting steps. Can we proceed now ? or if you want we can share you a ticke |
| Kevin saunders | Share it so when i get back |
| Shubham Maurya | Noted that, will share a ticket number for this issue on your email ID ksaunders@willsaccounting.com. Once this chat end |
| | Is there anything else I may help you with ? |
| | Thanks for your patience with us while working on this Kevin. |
| | Are we still connected here? |
| | |

| | |
|---|--|
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| <i>Shubham Maurya has ended this chat session</i> | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83253 pstapleton
Email: pstapleton@tippffloor.com 📞 12019838438
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 42 Secs
City: RIDGEFIELD
State: New Jersey
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------------|--|
| | pstapleton | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect |
| | pstapleton | One of my users account has been restricted. I have ju |
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Karan Bhattacharya accepted the chat transfer request</i> |
| | Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name today. |
| | pstapleton | Hi Karan, great |
| | Karan Bhattacharya | Please let me know the issue |
| | pstapleton | A ticket was just opened on this issue, 796336. A user] |
| | Karan Bhattacharya | ok,let me check the ticket,allow me few minutes. |
| | pstapleton | They can't RDP in and when they go to the Self care sit |
| | | The user is based in Mexico |
| | | They have been working without issue for some time |
| | Karan Bhattacharya | What's the error are they receiving when they are tryin |
| | pstapleton | Let me ask them, moment |
| | Karan Bhattacharya | ok |
| | pstapleton | Sorry, its taking some time |
| | Karan Bhattacharya | ok,please take your time |
| | pstapleton | it looks like the user is disabled |
| | | Ca nyou re-enable them |
| | | julio.r@myrealdata.net |
| | Karan Bhattacharya | The account owner can enable the same through mypc |
| | | pstapleton@tippffloor.com |
| | pstapleton | yes, that is me |
| | Karan Bhattacharya | ok,then you have the access to re-enable them |
| | pstapleton | let me check |
| | | Moment |
| | Karan Bhattacharya | However I can see the user is an active user |
| | pstapleton | ok, it is resolved now... |
| | Karan Bhattacharya | ok,glad to hear that the issue has been resolved |
| | | |

| | | |
|--|--------------------|--|
| | | Is there anything else I can help you with? |
| | pstapleton | No, Something is strange as I disabled 1 user on Saturc disabled...anyway, its good now |
| | Karan Bhattacharya | Thank you for your cooperation |
| | | <p>You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey feedback will be sent to you.</p> <p>I request you to kindly spare a moment to fill that out for us. It will help us in working. I will appreciate that. or you may send your feedback to us.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your dashboard (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).</p> |

Karan Bhattacharya has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83700 anishkaredia
Email: akaredia@anishcpa.com ☎ 8328601238
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: MIRA ROAD
State: Maharashtra
Country: INDIA

Chat Transcript

| | | |
|--|----------------|---|
| | anishkaredia | Hello, I am your Acebuddy |
| | Acebuddy | Hello Anishkaredia, I'm your Ace Buddy. I'll be happy to |
| | | Whom Would You Like to Connect With? |
| | anishkaredia | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | anishkaredia | I'd like to raise a Request |
| | Acebuddy | Please select your request type. |
| | anishkaredia | Other Request |
| | Acebuddy | Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance |
| | | If you are facing any issue/problem with your server, Pl |
| | anishkaredia | Yes, I'm facing issues with my server |
| | Acebuddy | Please select an option! |
| | anishkaredia | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect |
| | anishkaredia | need to talk agent |
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shashwat Verma accepted the chat transfer request.</i> |
| | Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name |
| | | Hello Anish |
| | anishkaredia | can you plz check why i m unable to login with my pas: |
| | Shashwat Verma | I will surely help you with this issue. |
| | | Is this the first time you're experiencing this issue? Also your account only? |
| | anishkaredia | no |
| | | facing same issue sometimes |
| | | why i dont know |
| | | myrealdata\arif |
| | Shashwat Verma | Okay |
| | | May I take the remote access of your local computer? |
| | anishkaredia | |

| | | |
|--|----------------|---|
| | | yes |
| | Shashwat Verma | Prior providing the access, I would suggest you to close |
| | | https://assist.acecloudhosting.com/join/5372386083 |
| | | Kindly Click on the link and open the downloaded file. |
| | | We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat. |
| | anishkaredia | Thanks you |
| | Shashwat Verma | As per the remote session, issue resolved by re-configu |
| | | Thank you for choosing ACE cloud Hosting, you have a |
| | | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe |
| | | I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! |
| | | Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base) |

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83639 mdillc
Email: mdillc@machlink.com ☎ 563-263-5057
Department: Support(QB & App Hosting)
Operator: Luv
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

Average Response Time: 30 Secs

City: MUSCATINE

State: Iowa

Country: UNITED STATES

Chat Transcript -----

| | |
|----------|--|
| mdillc | Hello, I am your Acebuddy |
| Acebuddy | Hello Mdillc, I'm your Ace Buddy. I'll be happy to assist |
| | Whom Would You Like to Connect With? |
| mdillc | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| mdillc | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| mdillc | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| mdillc | I need help with Mat Meeker's sign on |
| Acebuddy | Please wait while we connect you to a Support Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My name |
| | could you please provide your account name or server |
| mdillc | Hello, we are having the same issue with Mat Meeker's meeker5farms@gmail.com to get into his computer |
| | MuscatineInvest |
| Luv | Kindly allow me two minutes to check the same. |
| mdillc | ok |
| | He is putting in his password but it's not taking it. Like help him out. |
| Luv | This is Julia right? okay I can assist matt and check the |
| mdillc | Yes |
| Luv | I checked on myportal his account is inactive at the mc time he signed in using the same? |
| | |

| | | |
|--|--------|---|
| | mdillc | He hasn't been on for a while he said because he could |
| | Luv | Okay, I am going to activate his account if i have your i |
| | mdillc | Yes you have my permission |
| | Luv | give me a few, thank you for your patience |
| | mdillc | No worries. thank you |
| | Luv | Alright, It is up, have matt sign in into the server now |
| | mdillc | His name is spelled Mat |
| | | ok he's going to try |
| | Luv | MattM@myrealddata.net this one right? |
| | mdillc | yes |
| | Luv | Okay, yeah it should work now |
| | mdillc | He's checking |
| | | <i>3:40:10 AMLuv is sharing a file with you</i> <i>MyPortal-v2.pdf - (Size:1.39 MB)</i> <i>For future reference I am sending you a myport</i> |
| | Luv | let me know if it works |
| | mdillc | I will |
| | Luv | the account got locked, can you please ask if he is ente |
| | mdillc | Let's just go ahead and reset the password. |
| | | He can't get in |
| | Luv | Okay is it fine if i remote into your device and guide yo |
| | mdillc | Can't you remote into his? We are not in the same room |
| | Luv | Since you are the point of contact (POC), only you have to reset it using that platform. |
| | mdillc | I can't though because he is down the hall from me and |
| | Luv | Please send us an email from the registered email address we could proceed further with the request. |
| | mdillc | Ok |
| | Luv | once done I will share the password over an email to yo |
| | mdillc | Ok I sent it. Please ignore the first I used the wrong em |
| | | Ok |
| | Luv | alright I am checking it and resetting the password |
| | | sending you same over the ticket |
| | | |

#83303 mitch.abernethy

Email: mitch.abernethy@westerncpe.com 📞 6612477880

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: 46 Secs

City: ENNIS

State: Montana

Country: UNITED STATES

Chat Transcript -----

| | |
|--------------------|--|
| mitch.abernethy | Hello, I am your Acebuddy |
| Acebuddy | Hello Mitch.abernethy, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| mitch.abernethy | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| mitch.abernethy | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| mitch.abernethy | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| mitch.abernethy | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a Support Representative. |
| mitch.abernethy | Report will not export to Excel |
| Acebuddy | Please wait while we connect you to a Support Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. How can I help you today? |
| | Hello Mitch |
| mitch.abernethy | Hello |
| Sujeet Kumar Suman | How are you doing? |
| | |

| | | |
|--|--------------------|--|
| | mitch.abernethy | I'm good |
| | | I need help with QB not exporting a report to Excel |
| | Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me w |
| | mitch.abernethy | Server name? |
| | | Western CPE LLC ?? |
| | Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to c |
| | | Thank you for your patience. |
| | | Could you please confirm if this is your first time expor |
| | mitch.abernethy | It is not my first time |
| | Sujeet Kumar Suman | If you're encountering an error while exporting, could y message? This will help us determine the issue more a |
| | mitch.abernethy | No error message, just nothing happens |
| | Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you |
| | mitch.abernethy | I have closed down QB and restarted, still no report wil |
| | Sujeet Kumar Suman | As checked, QuickBooks has some pending updates. We need to update QuickBooks from the backend, so k your end to allow us to troubleshoot and proceed with t |
| | mitch.abernethy | In the report, I got "Excel" on upper tool bar, select "Cr New Worksheet" and "in a new workbook" is selected |
| | Sujeet Kumar Suman | Thanks for letting us know. We are updating the applica it's completed. |
| | mitch.abernethy | ok |
| | Sujeet Kumar Suman | Thank you for your patience. |
| | | We have now updated the QuickBooks application. Please try exporting the report from QuickBooks to Exc |
| | mitch.abernethy | Still no excel report |
| | Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you |
| | | Could you please confirm if you're the only one experie issue as well? |
| | mitch.abernethy | I am the only one that tries this |
| | Sujeet Kumar Suman | Thanks for all of the information's. |
| | | May I take the remote access of your local computer? |
| | mitch.abernethy | ok |
| | Sujeet Kumar Suman | Kindly close all important tabs and documents for not t |
| | | Kindly paste this link in the browser of local computer a |

| | | |
|--|--------------------|---|
| | | https://assist.acecloudhosting.com/join/9252452875 |
| | | We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat. |
| | mitch.abernethy | ok |
| | Sujeet Kumar Suman | Thank you for your patience. |
| | | As per discussion over the remote session, The issue is |
| | mitch.abernethy | The report worked, Thank you |
| | Sujeet Kumar Suman | Thanks for the confirmation ! |
| | mitch.abernethy | Yes, thank you |
| | Sujeet Kumar Suman | Is there anything else I may help you with ? |
| | mitch.abernethy | That is all for now. thank you for your help! |
| | Sujeet Kumar Suman | Most welcome Mitch. |
| | | I would greatly appreciate if you could spare a minute t smileys at the end of this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a |
| | | You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fe I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (<a 625="" 678="" 693"="" 931="" data-label="Text" href="https://ww</td></tr></table></div><div data-bbox="><p><i>Sujeet Kumar Suman has ended this chat session</i></p> |

Chat Trans

Hello, I am your Ac

Visitor Details -----

#83867 Sara Swift
Email: sswift@labbb.net
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: BURLINGTON
State: Massachusetts
Country: UNITED STATES

Chat Transcript -----

| | |
|----------------|---|
| Sara Swift | Hello, I am your Acebuddy |
| Acebuddy | Hello Sara Swift, I'm your Ace Buddy. I'll be happy to as |
| | Whom Would You Like to Connect With? |
| Sara Swift | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sara Swift | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Sara Swift | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Sara Swift | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Sara Swift | We are having an issue with transaction pro. I'd like to |
| Acebuddy | Please wait while we connect you to a Support Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name |
| | Hello Sara |
| Sara Swift | Hi |
| | We have an open ticket if this helps: 804950 |
| Shashwat Verma | I will surely help you with this issue. |

| | | |
|--|----------------|---|
| | | Kindly allow me two minutes to check the same. |
| | Sara Swift | Thanks! |
| | Shashwat Verma | Sara, I have checked your issue and found that the error is specific issue as already informed over the email |
| | | We recommend you to first connect with application support team you can loop us in the same (Edited) |
| | | Kindly first try to have this check with application support team is more of like application feature specific (Edited) |
| | Sara Swift | Would that be someone with Ace Cloud Hosting or Tran |
| | Shashwat Verma | This issue is best assisted by application support that is |
| | | We as a server hosting provider will help you if they re |
| | Sara Swift | OK thanks |
| | Shashwat Verma | However, we are pretty sure, that transaction pro can r |
| | | Is there anything else I may help you with ? |
| | Sara Swift | No that's it. Thanks for your help |
| | Shashwat Verma | Let us know the status over email, once your issue is re |
| | | Thank you for choosing ACE cloud Hosting, you have a |
| | | You may end this chat now. Once you end this chat, your conversation, along with a ticket number and survey feedback |

I request you to kindly spare a moment to fill that out for us if you are working. I will appreciate that. or you may send your feedback via email

Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details -----

#83822 sbhardwaj
Email: sbhardwaj@hmgroupllp.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: GHAZIPUR
State: Delhi
Country: INDIA

Chat Transcript -----

| | |
|----------------|--|
| sbhardwaj | Hello, I am your Acebuddy |
| Acebuddy | Hello Shivam Bhardwaj, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| sbhardwaj | VDI/DaaS Support |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham accepted the chat transfer request.</i> |
| sbhardwaj | Hi Shubham |
| | I am facing issue with VDI. Can you please help |
| | <i>Shubham is transferring the chat to Support(QB & App Hosting)</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. |
| | Let me transfer you to a specialist who can better address your query. |
| | <i>Shubham Maurya is transferring the chat to VDI/DaaS Support</i> |
| | <i>Shubham accepted the chat transfer request.</i> |
| Shubham | Hi Thank you for contacting Ace Cloud. My name is Shubham Maurya. |
| | Hi Shivam, |
| | How can i help you today. |
| | Surely, i can assit you with the VDI issue. |
| | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83581 Lionel
Email: lsargent@cobbpllc.com ☎ 17046512670
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 8 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| Lionel | Hello, I am your Acebuddy |
| Acebuddy | Hello Lionel, I'm your Ace Buddy. I'll be happy to assist |
| | Whom Would You Like to Connect With? |
| Lionel | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Lionel | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Lionel | Password Reset |
| Acebuddy | Please select an option below |
| Lionel | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below i |
| | Do you need any further assistance on the topic? |
| Lionel | Yes |
| Acebuddy | Please wait while we connect you to our Support Repre |

| | | |
|--|--------|--|
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Luv accepted the chat transfer request.</i> |
| | Luv | Thank you for contacting Ace Cloud Hosting. My name |
| | Lionel | Hi Luv |
| | Luv | How are you? May I know if you are not able to receive number from selfcare portal? |
| | Lionel | I Reset the password for our user Cobbpllc11 on our Co |
| | | Error code: 0x3000066 |
| | Luv | Okay, can you please tell me what error message are y check the status on our end |
| | | Okay I see this user as inactive, try resetting the passw |
| | Lionel | give me a second |
| | Luv | sure, take your time |
| | Lionel | I'm in. Thanks |
| | Luv | Glad it worked out, is there anything else i can assist y |
| | Lionel | Yes, We need to clean up our disk but I don't have pern to delete old Quickbooks programs. |
| | | Usre LionelS |
| | | User LionlsS |
| | Luv | Okay, kindly allow me 3-4 minutes to check, |
| | Lionel | ok |
| | Luv | I have checked E drive, it has around 976mb free right space, you should have permission to delete files from drive? |
| | Lionel | No E. It tells me I need permission |
| | Luv | Okay, can you tell me the files and folders that you wa |
| | Lionel | I can't right now. I logged in The cobbpllc11 use to help |
| | Luv | Okay, We will share more info over the email and atten removing unnecessary files. |
| | Lionel | Actuall I do have a file |
| | Luv | sure name it, I will try to remove it from my end |
| | Lionel | I need to delete the QBE shortcut on the desktop for us |
| | | It tells me I need permission to delete the short cut |
| | Luv | okay let me check and try to delete that |
| | | |

| | | |
|--|--------|--|
| | | I checked, and the QBE shortcut is visible to this user b makes it accessible to everyone. If you'd like me to ren should have access to the shortcut, and I can manually |
| | Lionel | Remove visibility for all users |
| | Luv | Okay just to make sure this for QBE 22.0 and QBE 24.0 |
| | Lionel | NO!! just QBE 22 |
| | Luv | Okay, just removed it from Public, please log off and lo thanks |
| | Lionel | ok I found an example on drive E: the file is located on is Cobbpllc and it is a QuickBooks company file. I think program files especially on this drive. I'm pretty good v wait on you guys when doing clean up. can you grant r |
| | Luv | May I know what user you mainly use while accessing t |
| | Lionel | LionelS |
| | Luv | Okay, can you sign in with this user, I will try to shadov you have on this account. |
| | Lionel | Im in |
| | Luv | Connecting now |
| | | May i take control? |
| | Lionel | yes |
| | Luv | I am working on it, appreciate your patience |
| | Lionel | ok |
| | Luv | Was this happening with you as well while making char |
| | Lionel | Have not used the file in a while |
| | Luv | can you try to delete any file on your end, just want to have? |
| | Lionel | I don't think thats my issue |
| | Luv | Okay. |
| | Lionel | now I'm stuck |
| | Luv | I mean try to delete any other file besides that one on : |
| | | Try now, thank you |
| | | let me take a screenshot, wait |
| | Lionel | that's not a full file but I should be able to delete |
| | | Ok thanks |
| | Luv | I checked with the team, and since you're able to open |

| | | |
|--|--------|---|
| | | delete it. The reason it's not allowing deletion right now is because you are not logged into the server and may have the file open or in use. Please log out and then attempt to delete the file again with only you logged in. |
| | | I do see 6 active users on your server currently. |
| | Lionel | they are not using this file |
| | | should be able to delete |
| | Luv | Kindly allow me two minutes to check the same. |
| | Lionel | Ok but if we can't get it to work can we create a ticket to get it stop working |
| | Luv | Oh yeah that is totally fine, and i can follow up with you once everybody logs off the server, does that work for you? |
| | Lionel | Great! I forgot the command to see who is working and how long they have been respond. Can you remind me |
| | Luv | yes, query session and then when it shows all the active sessions, you can see the id> |
| | | you need to do this in command prompt (Edited) |
| | Lionel | ok, thanks |
| | Luv | no problem, Thank you for your patience throughout. |
| | | Thank you for choosing ACE cloud Hosting, you have a great day! |
| | Lionel | thank you |
| | Luv | I would greatly appreciate if you could spare a minute to provide feedback on this chat session. Your feedback will help us improve our service. Please click on the smiley face icon at the bottom right of the chat window to provide feedback. |
| | | You may end this chat now. Once you end this chat, you will receive a survey link via email. Your conversation, along with a ticket number and survey feedback, will be used to improve our service. |
| | | I request you to kindly spare a moment to fill that out for us. We will appreciate that. or you may send your feedback via email to support@acecloudhosting.com. Thanks! |
| | | Note: You may change/reset your server password on your dashboard (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base). |
| | | <i>Luv has ended this chat session</i> |



Chat Trans

Hello, I am your Ac

Visitor Details

#83385 sabino
Email: sabino@kevinbarry.com ☎ 8184471400
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: PANORAMA CITY
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| sabino | Hello, I am your Acebuddy |
| Acebuddy | Hello Sabino, I'm your Ace Buddy. I'll be happy to assist |
| | Whom Would You Like to Connect With? |
| sabino | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| sabino | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| sabino | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.c once the task has been completed. |
| | Typically, the application update is performed overnigh |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#83273 marcello
Email: marcello@prothane.com 📞 18014201081
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 55 Secs
City: CORONA
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| marcello | Hello, I am your Acebuddy |
| Acebuddy | Hello Marcello, I'm your Ace Buddy. I'll be happy to assi |
| | Whom Would You Like to Connect With? |
| marcello | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| marcello | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| marcello | Office 365 Addition |
| Acebuddy | Please specify if you already have an Office365 subscri |
| marcello | Setback |
| Acebuddy | Please select your request type. |
| marcello | |

| | | |
|--|----------------|--|
| | | Other Request |
| | Acebuddy | Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance |
| | | If you are facing any issue/problem with your server, Pl |
| | marcello | Restart |
| | Acebuddy | Hello Marcello, I'm your Ace Buddy. I'll be happy to assi |
| | | Whom Would You Like to Connect With? |
| | marcello | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | marcello | I'd like to raise a Request |
| | Acebuddy | Please select your request type. |
| | marcello | Office 365 Addition |
| | Acebuddy | Please specify if you already have an Office365 subscri |
| | marcello | I already have O365 license |
| | Acebuddy | As you want to install Office 365, Please be informed th compatible on Windows Server Operating Systems : |
| | | <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise |
| | | If you already have any of the above mentioned subscri support@acecloudhosting.com so we can provision the |
| | | If you do not have any of the above mentioned subscri plan to the one mentioned above or you may purchase |
| | | Do you need any further assistance on the topic? |
| | marcello | Yes |
| | Acebuddy | Please wait while we connect you to our Support Repre |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Maurya accepted the chat transfer request.</i> |
| | Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name today. |
| | marcello | I got the O365 from ACE hosting. I need help setting it |
| | Shubham Maurya | I will be surely assisting you with this. Kindly help me w |
| | marcello | Dee Engineering |
| | | |

| | | |
|--|----------------|--|
| | | CID74951 |
| | | User Marcello |
| | Shubham Maurya | Thanks for sharing details, You need to setup O365 for |
| | marcello | yes |
| | Shubham Maurya | Thanks for the confirmation, please hold on let me look |
| | marcello | I received a ticket 792889 |
| | | With some links |
| | Shubham Maurya | That ticket is already closed, We will share a new ticket confirmation mail on that ticket. MS 365 Apps for Enterprise - \$14.40/user/month * 1 us |
| | marcello | I already accepted the price for 1 new user. ACE sent th how to set it up |
| | | Username: admin@DeeEngineering1.onmicrosoft.com https://onetimepass.acecloudhosting.com/view/MMbU5 Marcello@DeeEngineering1.onmicrosoft.com Password https://onetimepass.acecloudhosting.com/view/1ObejC |
| | | It says: |
| | | These accounts are now active and ready to use. Please respective users. |
| | Shubham Maurya | User creation is different, that doesn't include Office 365 partner portal of Microsoft. |
| | | Sure we will share login details with the users. Let me know creation on this. |
| | marcello | Okay |
| | | The title of the emails says: |
| | | Summary: We've set up new Office 365 accounts for you |
| | Shubham Maurya | Thanks for the patience we have just checked that user is already having access of Office 365 on this account. |
| | | Open any MS office application on server>>click on sign in |
| | marcello | Which email? |
| | | One of the two emails listed above? |
| | Shubham Maurya | Marcello@DeeEngineering1.onmicrosoft.com please login using this email. |
| | marcello | The password Error This link has expired after 5 days. The link is no longer passed since it was created. |

| | | |
|--|----------------|---|
| | Shubham Maurya | We can see that you also have the user Admin@DeeEn to reset your password. Do you have the login credenti |
| | | Or if you want us to reset password please mail us on E POC email ID marcello@prothane.com so that we can c |
| | marcello | Can we talk? |
| | | I dont know how to use the admin user to reset it |
| | Shubham Maurya | Sure, please share a preferred callback number and tin Phone: 1-888-415-5240 |
| | | If you want we can do it for you just mail the request M |
| | marcello | Yes. I have time now. So I hope to get this working as s |
| | Shubham Maurya | Thanks for sharing details Marcello, noted that and will min. once this chat ends so that we can forward your r |
| | | Is there anything else I may help you with ? |
| | marcello | Okay, I will wait for your call. |
| | Shubham Maurya | Thanks for the patience with us while working on it, you with ticket number. |
| | | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe |
| | | I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! |
| | | Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://w |
| | | Thank you for choosing ACE cloud Hosting, you have a |
| | | <i>Shubham Maurya has ended this chat session</i> |

Chat Trans

Hello, I am your Ac

Visitor Details

#83538 tina
Email: tina@dejenetax.com ☎ 13105694895
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: REDONDO BEACH
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--------------------------------|---|
| tina | Hello, I am your Acebuddy |
| Acebuddy | Hello Tina, I'm your Ace Buddy. I'll be happy to assist you |
| | Whom Would You Like to Connect With? |
| tina | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| tina | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| tina | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| | As we haven't got any response from your end, We are Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Trans

Hello, I am your Ac

Visitor Details -----

#83427 Tony Lee
Email: support@claccounting.tax 📞 19097189780
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript -----

| | |
|----------------------|--|
| Tony Lee | Hello, I am your Acebuddy |
| Acebuddy | Hello Tony Lee, I'm your Ace Buddy. I'll be happy to ass |
| | Whom Would You Like to Connect With? |
| Tony Lee | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Tony Lee | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Tony Lee | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Tony Lee | It says i am out of disk space. So I cannot update 2024 quickbook desktop 2022, 2023 lacerte tax planner, and disk space |
| Acebuddy | Please wait while we connect you to a Support Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Tony Lee | then help me update 2024 lacerte tax |
| | <i>Abhay Kumar Saraswat accepted the chat transfer requ</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name today. |
| | I will be surely assisting you with this. |
| Tony Lee | thanks |
| | |

| | | |
|--|----------------------|--|
| | | server name CLaccounting.myrealdata.net |
| | Abhay Kumar Saraswat | Is this for account: CL Accounting Solutions Co ? |
| | Tony Lee | yes |
| | Abhay Kumar Saraswat | Thank you for the information and allow 2 minutes to c |
| | | Thanks for confirming. |
| | Tony Lee | let me know when its done |
| | Abhay Kumar Saraswat | Sure, I'm checking few things on the server. |
| | | Please stay with me. |
| | | Thank you for your patience. |
| | Tony Lee | so? |
| | Abhay Kumar Saraswat | As I checked on the server, all the applications and soft Would you like me to uninstall QuickBooks as well? |
| | Tony Lee | I want to uninstall 2022 quickbook desktop |
| | | and uninstall 2023 lacerte tax planner, and 2024 lacert |
| | | to free up more space |
| | | then help me update 2024 lacerte tax software |
| | Abhay Kumar Saraswat | Okay. |
| | | I understood. |
| | | Could you please send us an email at [support@acec (mailto:support@acecloudhosting.com) mentionin |
| | | Lacerte 24 at the earliest and uninstall the mentioned |
| | | [support@claccounting.tax](mailto:support@clac |
| | Tony Lee | you cannot do it now? |
| | | i need it done asap so i can continue working |
| | Abhay Kumar Saraswat | I apologize, but we need a written approval for the app |
| | | Surely, I will take care of it as soon as I receive your en |
| | Tony Lee | gone |
| | | gone |
| | | done* |
| | Abhay Kumar Saraswat | Thank you. |
| | | Allow me a minute and let me check. |
| | | Thank you for your patience. |

| | | |
|-------------|----------------------|--|
| | | Yes, we received your email. |
| | Tony Lee | ok |
| | Abhay Kumar Saraswat | Let me do it now. |
| | | Please stay with me. |
| | | It will take 5-10 minutes. |
| | Tony Lee | let me know when its done |
| | | make sure you update 2024 lacerte |
| | Abhay Kumar Saraswat | Yes, I'm doing the same. |
| | | Please wait for few more minutes. |
| | | <i>3:25:09 AMAbhay Kumar Saraswat is sharing a file with image.png - (Size:82.1 KB)</i> |
| | | <i>It is updating.</i> |
| | | I'll inform you once it's completed. |
| | | Thank you for your patience. |
| | | <i>3:30:08 AMAbhay Kumar Saraswat is sharing a file with image.png - (Size:88.78 KB)</i> |
| | | <i>Lacerte 24 has been updated.</i> |
| | Tony Lee | thanks |
| | Abhay Kumar Saraswat | And your mentioned applications has been uninstalled |
| | | I also freed up some space from the backend to remove |
| | | Is there anything else I may help you with ? |
| | | Are we still connected here? |
| | | Are we connected, Tony ? |
| | | Are we connected? |
| | | As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required. |
| | | <i>Abhay Kumar Saraswat has ended this chat session</i> |
| <div></div> | | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83708 Iliana Santos
Email: taxagent@taxwisecorp.com
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 55 Secs
City: FT WASHINGTON
State: Maryland
Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Iliana Santos | Hello, I am your Acebuddy |
| Acebuddy | Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| Iliana Santos | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Iliana Santos | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Iliana Santos | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Iliana Santos | Cant access RDP need to provide ip address |
| Acebuddy | Please wait while we connect you to a Support Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My name |
| | |

| | | |
|--|---------------|--|
| | | May I know what error are you getting while accessing thank you |
| | Iliana Santos | Hello |
| | | It says USER account not listed and to provide IP addre |
| | | 69.140.151.242 IS THE IP ADDRESS |
| | Luv | Okay, when was the last time you were able to access and server name? |
| | Iliana Santos | i wanna add this ip adress to this account |
| | | Today and tw_Lilly and Tax Wise Financial |
| | Luv | Kindly allow me two minutes to check the same. |
| | Iliana Santos | ok |
| | Luv | Thank you for your patience, this chat will create a tick reserve the ip that you gave me and the team should c |
| | Iliana Santos | Okay thank you |
| | Luv | Is there anything else I can assist you with at the mom |
| | Iliana Santos | No Thank you |
| | Luv | Thank you for choosing ACE cloud Hosting, you have a |
| | | I would greatly appreciate if you could spare a minute t smileys at the end of this chat. |
| | | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe |
| | | I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! |
| | | Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://ww |

Luv has ended this chat session

Visitor Details -----

#83295 shari
Email: shari@jkservicesinc.com 📞 18054079440
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: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript -----

| | |
|----------|--|
| shari | Hello, I am your Acebuddy |
| Acebuddy | Hello Shari, I'm your Ace Buddy. I'll be happy to assist y |
| | Whom Would You Like to Connect With? |
| shari | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| shari | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| shari | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| shari | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| shari | QB enterprise contractor edition is not opening properl and won't maxmize |
| Acebuddy | Please wait while we connect you to a Support Represe |

Acebuddy (bot) forwarded the chat request

Chat request was not picked up by the operators

Chat Trans

Hello, I am your Ac

Visitor Details

#83296 cworthington
Email: cworthington@bescosupply.net ☎ 18173322373
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: WILLS POINT
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| cworthington | Hello, I am your Acebuddy |
| Acebuddy | Hello Cworthington, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| cworthington | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| cworthington | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| cworthington | Reboot your Server |
| Acebuddy | Kindly send an email to support@acecloudhosting.com reason for server reboot and the support team will be h |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#83338 Anthony Hart
Email: anthony@rippleit.com
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 34 Secs
City: PEACHTREE CITY
State: Georgia
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Anthony Hart | Hello, I am your Acebuddy |
| Acebuddy | Hello Anthony Hart, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| Anthony Hart | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Anthony Hart | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Anthony Hart | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Anthony Hart | We have connectivity to our Ace hosted Sage but no ot your end today? |
| | |

| | | |
|--|--------------------|---|
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Gaurav kumar declined the transfer request.</i> |
| | | <i>Karan Bhattacharya accepted the chat transfer request</i> |
| | Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name today. |
| | | Hello |
| | Anthony Hart | Hello! |
| | Karan Bhattacharya | What is the issue are you facing? |
| | Anthony Hart | We are connectivity issues to our cloud hosted Sage bu there any issues or outages on Ace's side today? |
| | Karan Bhattacharya | Are you getting issues on connecting to server? |
| | Anthony Hart | Yes and when we do connect we get disconnected after |
| | Karan Bhattacharya | While disconnection do you receive any error or sometl |
| | Anthony Hart | we do not, the connection just drops |
| | Karan Bhattacharya | After disconnection do you directly land on your client i |
| | Anthony Hart | yes |
| | Karan Bhattacharya | ok,When does it start? |
| | Anthony Hart | it's been a bit random, it doesn't seem tied to any spec after a few minutes |
| | Karan Bhattacharya | Is it happening only today? |
| | Anthony Hart | yes |
| | Karan Bhattacharya | Are you only facing this issue or any other member als |
| | Anthony Hart | I'm the only user |
| | | oh sorry, one other user is having the issue but if it's ve |
| | Karan Bhattacharya | ok,there is no such outage or something at our end,Cai the behaviour? |
| | Anthony Hart | Yes I certainly can. Since there's not outage or anything or network. I'll work on it internally, thank you very mu |
| | Karan Bhattacharya | ok,please monitor and let us know if you face issue. |
| | | Is there anything else I can help you with? |
| | Anthony Hart | no that's all thank you! |
| | Karan Bhattacharya | Thank you for your cooperation |
| | | You may end this chat now. Once you end this chat, you |

conversation, along with a ticket number and survey fe

I request you to kindly spare a moment to fill that out if working. I will appreciate that. or you may send your feedback. Thanks!

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

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

Karan Bhattacharya has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83655 brittany

Email: brittany@bbennettcpa.com ☎ 18134525404

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: VALRICO

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| brittany | Hello, I am your Acebuddy |
| Acebuddy | Hello Brittany, I'm your Ace Buddy. I'll be happy to assist you with anything you need. |
| | Whom Would You Like to Connect With? |
| brittany | Technical Support (QB & App Hosting) |

| | | |
|--|-----------------|---|
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | brittany | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | brittany | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect |
| | brittany | When I try to login to the SVR it tells me The logon atte my password and before I get to the change it allows n multiple times a day |
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | brittany | So right now I am trying to login, I am using the correct |
| | | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| | Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name |
| | | I will be surely assisting you with this. Kindly help me w |
| | brittany | brittany@bbennettcpa.com |
| | | Brittany |
| | | CID66282 |
| | Ashutosh Mishra | Thank you for providing the details. Let me check that |
| | brittany | Now after 5 or 6 attempts it let me in |
| | | This is becoming a daily problem |
| | Ashutosh Mishra | Our apologies for the inconvenience. Allow me few min |
| | | May I take the remote access of your local computer to |
| | brittany | Sure though it's happening here and when I use my coi |
| | Ashutosh Mishra | Yes, I will check on your current computer to identify th |
| | brittany | Ok |
| | Ashutosh Mishra | Kindly paste this link in the browser of local computer a |
| | | https://assist.acecloudhosting.com/join/7342420785 |
| | brittany | It says Initializing remote session |
| | Ashutosh Mishra | Yes, make sure to accept and allow all permissions if yc remote session right away. |
| | | We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat. |

| | |
|-----------------|---|
| | Are we still connected here? |
| | Are we still connected here? |
| brittany | yes |
| Ashutosh Mishra | Brittany, the RAM on your local machine is fully occupied more than two days. This can cause performance as well. |
| | I would suggest rebooting your computer once every day and opening other applications on your computer. |
| brittany | Ok thank you I will do so |
| Ashutosh Mishra | This would ensure performance is available to Ace server disconnections. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat (1-888-415-5240) if any further assistance is required. |

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Ace Cloud Support Agent

Visitor Details

#83556 Cody McDaniel
Email: cody@groupcci.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 6 Secs
City: ATLANTA

State: Georgia
Country: UNITED STATES

Chat Transcript -----

| | |
|----------------|--|
| Cody McDaniel | Hello, I am your Acebuddy |
| Acebuddy | Hello Cody Mcdaniel, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| Cody McDaniel | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Cody McDaniel | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Cody McDaniel | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a Support Representative. |
| Cody McDaniel | Re:[## 800938 ##] Memory error exporting to Excel |
| Acebuddy | Please wait while we connect you to a Support Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| Cody McDaniel | User gets error "Not enough memory to use Excel. Try to close some applications and try again." when trying to export report from QB to Excel |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with the user details. |
| Cody McDaniel | LLManagement.myrealdata.net user: Eunice |
| Shubham Maurya | Thank you for the information, please allow few minutes for me to check the server status. |
| | Thank you for your patience. We've checked the server status and it is now available at the moment. Could you please confirm if the error is only with the company file or with all files when exporting to Excel? |
| Cody McDaniel | I am not the user, I am contacting you on her behalf. Can you please let me know if you will be able to answer those type of questions easier? |
| Shubham Maurya | Alright, let me check that on remote, please ask user to wait for a moment. |
| Cody McDaniel | I let her know, she should be on the server shortly |
| | <i>10:13:51 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:77.48 KB)</i> |

| | |
|---|--|
| | <i>We are still waiting for user to download and</i> |
| Shubham Maurya | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required. |
| <i>Shubham Maurya has ended this chat session</i> | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83508 arodriguez
Email: arodriguez@tlainteriors.com 📞 3139086015
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 30 Secs
City: ROYAL OAK
State: Michigan
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|----------------|---|
| | | Please chose an option : |
| | arodriguez | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | arodriguez | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect |
| | arodriguez | I need to make sure no one has attempted to log in to c |
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Maurya accepted the chat transfer request.</i> |
| | Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name today. |
| | | I will be surely assisting you with this. Kindly help me w |
| | arodriguez | TLAInteriors.myrealddata.net |
| | | arodriguez |
| | Shubham Maurya | Thank you for the information, please allow few minute |
| | arodriguez | Thank you |
| | Shubham Maurya | Thanks for the patience, Your business name is TLA Int |
| | | Could you please confirm whether you're referring to th server login details? Please note, we can assist you with the server login de credentials, you'll need to contact Intuit Support directl |
| | arodriguez | Oh, ok I was giving you the QuickBooks log in. |
| | | Can I ask another question? |
| | Shubham Maurya | Sure, please. |
| | arodriguez | Can someone log in to our QuickBooks without being o the Ace server? |
| | Shubham Maurya | No, it's not possible to access your QuickBooks from ou been manually copied or shared outside the hosted env All QuickBooks access for your account is securely rest protection. If someone needs to access QuickBooks ren connection (RDP) provided by Ace Cloud Hosting. |
| | arodriguez | Ok! This is good news. We are dealing with some poter was some thoughts they may try to log into QuickBook |
| | Shubham Maurya | We completely understand your concerns regarding po QuickBooks environment, we can provide you with serv |

| | | |
|--|----------------|--|
| | | Additionally, you have the option to enable an extra lay Authentication (2FA), to further protect your account. |
| | | Please note, we also have a dedicated security team th aspects of your organization. |
| | | We will keep this ticket open for a while if you want, an would like to proceed. |
| | arodriguez | Thank you. We should be ok for now. Please leave this i |
| | Shubham Maurya | Noted that well ! we will keep this ticket open for next : understanding with us. |
| | | Is there anything else I may help you with ? |
| | arodriguez | No Im all set |
| | Shubham Maurya | I would greatly appreciate if you could spare a minute i chat. |
| | | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe |
| | | I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! |
| | | Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://w |
| | | Thank you for choosing ACE cloud Hosting, you have a |

Shubham Maurya has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details -----

#83289 Jessica Jablonski
Email: jessica@thejablonskigroup.com 📞 4803301554
Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript -----

| | |
|--------------------|--|
| Jessica Jablonski | Hello, I am your Acebuddy |
| Acebuddy | Hello Jessica Jablonski, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| Jessica Jablonski | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jessica Jablonski | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jessica Jablonski | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a Support Representative. |
| Jessica Jablonski | hello - I am not able to log onto the remote server |
| Acebuddy | Please wait while we connect you to a Support Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Jessica Jablonski | myrealdata\JessicaJa.Pa |
| | <i>Karan Bhattacharya accepted the chat transfer request</i> |
| Karan Bhattacharya | Hello |
| | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. How can I help you today? |
| Jessica Jablonski | thank you |
| Karan Bhattacharya | Please let me know your issue |
| Jessica Jablonski | I am not able to log onto the remote server |
| | myrealdata\JessicaJa.Pa |
| Karan Bhattacharya | what is the error are you receiving? |
| | |

| | | |
|--|--------------------|---|
| | Jessica Jablonski | let me try again |
| | Karan Bhattacharya | ok |
| | | <i>12:52:34 AMJessica Jablonski is sharing a file with you</i> <i>image.png - (Size:84.53 KB)</i> |
| | | ok,let me check few details at backend,allow me few m |
| | | Are you giving this username JessicaJa.Pa@myrealdata |
| | Jessica Jablonski | the user name is listed above in the screenshot |
| | | actually i just got in |
| | | so I am good to go |
| | Karan Bhattacharya | ok,glad to hear that issue resolved |
| | | Is there anything else I can help you with? |
| | | Are we still connected? |
| | | Are we still connected? |
| | | Are we still connected? |
| | | You may end this chat now. Once you end this chat, you will receive a summary of this conversation, along with a ticket number and survey feedback. |
| | | I request you to kindly spare a moment to fill that out for us. We are working. I will appreciate that. or you may send your feedback. Thanks! |
| | | Note: You may change/reset your server password on your dashboard (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base). |
| | | as we didn't got the response therefore we are closing this chat session. |

Karan Bhattacharya has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83721 Jeanette Mercado
Email: jmercado@baronhardware.com ☎ 6304799092
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 33 Secs
City: ITASCA
State: Illinois
Country: UNITED STATES

Chat Transcript -----

| | |
|--------------------|--|
| Jeanette Mercado | Hello, I am your Acebuddy |
| Acebuddy | Hello Jeanette Mercado, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| Jeanette Mercado | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jeanette Mercado | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jeanette Mercado | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a Support Representative. |
| Jeanette Mercado | Regarding TICKET -803441 |
| Acebuddy | Please wait while we connect you to a Support Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Karan Bhattacharya accepted the chat transfer request</i> |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. How can I help you today? |
| Jeanette Mercado | There is a ticket open already - 803441 |
| Karan Bhattacharya | ok,let me check |
| Jeanette Mercado | thanks! |
| Karan Bhattacharya | Checking the same. |
| | Are we still connected? |
| | |

| | | |
|--|--------------------|--|
| | | Are we still connected? |
| | Jeanette Mercado | yes |
| | | yes |
| | | hello? |
| | Karan Bhattacharya | Hii |
| | | I was checking the details,nd and tlg are normally crea |
| | Jeanette Mercado | what about the Quickbook company file |
| | | there are two, one date modified last in Aug. and the o |
| | Karan Bhattacharya | let me check that |
| | | <i>2:13:39 AMJeanette Mercado is sharing a file with you</i> <i>ACECHAT.docx - (Size:84.17 KB)</i> <i>Can you get me an updated version of the scree</i> |
| | | Please give me 2 mins more. |
| | | It seems like someone made a copy of the file and may |
| | | I am getting the screenshot for you. |
| | Jeanette Mercado | How can we tell? Is there a way you can? It seems as if had a restore back in June and required more assistanc |
| | | Thank you! |
| | Karan Bhattacharya | let me check |
| | | <i>2:33:27 AMKaran Bhattacharya is sharing a file with yo</i> <i>image.png - (Size:9.93 KB)</i> |
| | Jeanette Mercado | That doesn't say much |
| | Karan Bhattacharya | Putting a screenshot for one of the user who accessed november. |
| | Jeanette Mercado | do you have a name> |
| | Karan Bhattacharya | yes |
| | | It's Baron |
| | Jeanette Mercado | That is us, we are Baron - that doesn't help. |
| | Karan Bhattacharya | There is a user with user name Baron |
| | Jeanette Mercado | Baron is our company name - that is shows last modifie |
| | | Both files created by ACE in a restore in June |
| | | Baron MFG is our company name |
| | Karan Bhattacharya | Can you confirm me your CID? |
| | | |

| | | |
|--|--------------------|--|
| | Jeanette Mercado | CID? |
| | | Did you not pull up the Ticket? All that information my on the account. |
| | Karan Bhattacharya | I have checked the details. |
| | Jeanette Mercado | Sorry I don't understand what "CID," means |
| | Karan Bhattacharya | Client ID number |
| | | CID72720 |
| | Jeanette Mercado | Oh, where do I find that? |
| | Karan Bhattacharya | It would have been in contract |
| | | As per this example which I put here,the last date of ac |
| | Jeanette Mercado | I have never been asked that - unsure where to find the |
| | | 2:45:10 AMJeanette Mercado is sharing a file with you ACECHAT.docx - (Size:84.17 KB) |
| | Karan Bhattacharya | No issue,Is it possible if you can share your contact det |
| | | so that we can schedule a call back with you |
| | Jeanette Mercado | Please review - this shows within our Client Data folder |
| | | yes - 630-479-9092 |
| | Karan Bhattacharya | ok,when would be the feasible time for connect? |
| | | or any time window you can suggest? (Edited) |
| | Jeanette Mercado | now works - what number should I look out for my pho |
| | Karan Bhattacharya | The support number is not constant and changes const |
| | Jeanette Mercado | ok |
| | Karan Bhattacharya | I am putting the case for call back,you will receive one. |
| | Jeanette Mercado | ok |
| | Karan Bhattacharya | For how long are you in shift now? |
| | Jeanette Mercado | until 5 CST - if tomorrow works, please let me know. Ha attachment I provided, |
| | Karan Bhattacharya | So do you want a callback tomorrow? |
| | | Are we still connected? |
| | | Are we still connected? |
| | | Are we still connected? |
| | | As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required. |

Chat Trans

Hello, I am your Ac

Visitor Details

#83443 Muiris Bowler
Email: info@bowlertaxservices.com 📞 +14252838808
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 43 Secs
City: TACOMA
State: Washington
Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Muiris Bowler | Hello, I am your Acebuddy |
| Acebuddy | Hello Muiris Bowler, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| Muiris Bowler | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Muiris Bowler | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Muiris Bowler | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Muiris Bowler | My application, Drake 2024, has frozen in Remote Desk |

| | | |
|--|-----------------|--|
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shivam Singh accepted the chat transfer request.</i> |
| | | <i>Shivam Singh is transferring the chat to Ashutosh Mish.</i> |
| | | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| | Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name |
| | Muiris Bowler | Great |
| | Ashutosh Mishra | Hello Muiris, I will be surely assisting you with this. Kind name? |
| | Muiris Bowler | Username: CID74441 |
| | | Server: BowlerTax.myrealdata.net |
| | Ashutosh Mishra | Thank you for providing the details. Let me check that |
| | | Is this the first time you are facing this issue? |
| | Muiris Bowler | no it has happened befgore |
| | Ashutosh Mishra | Is this issue occurring only for you, or are other users o |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | | We have applied changes from backend, kindly try ope |
| | | As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required. |

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83799 Veronica Brown

Email: veronica@oliverbookkeeping.net ☎ 2068542211

Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

| | |
|----------------------|---|
| Veronica Brown | Hello, I am your Acebuddy |
| Acebuddy | Hello Veronica Brown, I'm your Ace Buddy. I'll be happy |
| | Whom Would You Like to Connect With? |
| Veronica Brown | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Veronica Brown | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Veronica Brown | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Veronica Brown | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Veronica Brown | Unable to log in to QB Online while on the cloud server. |
| Acebuddy | Please wait while we connect you to a Support Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Veronica Brown | My assistant is able to do so on her computer with her |
| | <i>Abhay Kumar Saraswat accepted the chat transfer requ</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name today. |
| Veronica Brown | hi |
| Abhay Kumar Saraswat | Hello Veronica |
| | How are you doing today? |
| | |

| | | |
|--|----------------------|---|
| | Veronica Brown | Ok...recovering from brain surgery, so a little slow :) |
| | Abhay Kumar Saraswat | Wishing you a smooth and steady recovery! |
| | | Could you please share your assistant username? |
| | Veronica Brown | KathyP I think |
| | | oliverbook.myrealddata.net if you need that |
| | Abhay Kumar Saraswat | Yes, I've your account details. |
| | Veronica Brown | ok |
| | Abhay Kumar Saraswat | Just to confirm, you're looking to access QuickBooks (|
| | Veronica Brown | yes |
| | Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | | Could you please share the screenshot you're seeing w |
| | Veronica Brown | I don't know how to do that, can you help? |
| | Abhay Kumar Saraswat | Sure. |
| | | May I take the remote access of your local computer? |
| | Veronica Brown | HOld on I got it |
| | | 3:03:16 AMVeronica Brown is sharing a file with you image.png - (Size:42.43 KB) |
| | Abhay Kumar Saraswat | Thank you for sharing the screenshot with us. |
| | | Kindly allow me two minutes to check the update on th |
| | Veronica Brown | ok |
| | Abhay Kumar Saraswat | Thank you for your patience. |
| | | Could you please allow me to jump on your server and |
| | | Because this should be work on your end. (Edited) |
| | Veronica Brown | ok |
| | Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close |
| | | https://assist.acecloudhosting.com/join/2532921551 |
| | | Kindly paste this link in the browser of local computer a |
| | | We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat. |
| | | Are we still connected here? |

| | | |
|--|----------------------|---|
| | | I can't see your screen on remote. |
| | Veronica Brown | yes |
| | | sorry, what do i need to do? |
| | | <i>3:34:42 AMAbhay Kumar Saraswat is sharing a file with image.png - (Size:48.43 KB)</i> |
| | | <i>It is showing me "loading"</i> |
| | Abhay Kumar Saraswat | You can join the same link which I shared above. |
| | Veronica Brown | I closed the google tabs, maybe I disconnected on acci |
| | Abhay Kumar Saraswat | Great. |
| | | I can see you on remote now. |
| | | https://assist.acecloudhosting.com/join/3952930876 |
| | | Here is the new link. |
| | | Please join this from your local PC. |
| | | Prior providing the access, I would suggest you to close |
| | | We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat. |
| | | Thank you for your patience. |
| | | Is there anything else I may help you with ? |
| | | Are we still connected here? |
| | Veronica Brown | yes |
| | Abhay Kumar Saraswat | please connfirm. |
| | Veronica Brown | All resolved, I just did the feedback as well |
| | Abhay Kumar Saraswat | Thank you. |
| | | I would greatly appreciate if you could spare a minute t chat. |
| | | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe |
| | | I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! |
| | | Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). |

| | |
|--|---|
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base) |
| | Thank you for choosing ACE cloud Hosting, you have a |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> |

Chat Trans

Hello, I am your Ac

Visitor Details

#83286 KELLY BURNS
Email: kburns@payrollprofessionalsomaha.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: OMAHA
State: Nebraska
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------------------------|---|
| Acebuddy | Please select an option below |
| | As we haven't got any response from your end, We are Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83772 Griselda Hernandez
Email: info@pie-ventures.com 📞 7244672058
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|--------------------|---|
| Griselda Hernandez | Hello, I am your Acebuddy |
| Acebuddy | Hello Griselda Hernandez, I'm your Ace Buddy. I'll be h |
| | Whom Would You Like to Connect With? |
| Griselda Hernandez | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Griselda Hernandez | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Griselda Hernandez | Server Resource Addition |

| | | |
|--|--------------------|---|
| | Acebuddy | Please select the resource type you'd like to add |
| | Griselda Hernandez | Restart |
| | Acebuddy | Hello Griselda Hernandez, I'm your Ace Buddy. I'll be h |
| | | Whom Would You Like to Connect With? |
| | Griselda Hernandez | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Griselda Hernandez | I'd like to raise a Request |
| | Acebuddy | Please select your request type. |
| | Griselda Hernandez | Other Request |
| | Acebuddy | Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance |
| | | If you are facing any issue/problem with your server, Pl |
| | | As we haven't got any response from your end, We are Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#83574 cpasuchitasingh
Email: cpasuchitasingh@gmail.com 📞 17036254450
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: LAKE ORION
State: Michigan
Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83819 Zulma Argueta
Email: zulma@gemultiservicesnc.com
Department: Support(QB & App Hosting)
Operator: Sourav Chhikara
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

Average Response Time: 39 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|---|
| Zulma Argueta | Hello, I am your Acebuddy |
| Acebuddy | Hello Zulma Argueta, I'm your Ace Buddy. I'll be happy |
| | Whom Would You Like to Connect With? |
| Zulma Argueta | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Zulma Argueta | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Zulma Argueta | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance |
| | If you are facing any issue/problem with your server, Pl |
| Zulma Argueta | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| Zulma Argueta | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect |
| Zulma Argueta | access cloud files |
| Acebuddy | Please wait while we connect you to a Support Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sourav Chhikara accepted the chat transfer request.</i> |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name |
| Zulma Argueta | Hi I currently have this cloud device Western Digital an files, I was wondering if you would be able to assist me |
| | <i>8:11:17 PMZulma Argueta is sharing a file with you</i> <i>image.png - (Size:25.62 KB)</i> |
| Sourav Chhikara | Please allow me a moment to check. |
| Zulma Argueta | ok |
| | |

| | |
|-----------------|---|
| Sourav Chhikara | Could you confirm if anything related to this device is c |
| Zulma Argueta | no |
| | :-(|
| Sourav Chhikara | I wish I could help you with this but this is something o understandings here. |
| Zulma Argueta | ok thank y ou |
| | you |
| Sourav Chhikara | Is there anything else I may help you with ? |
| | Are we connected? |
| | Are we connected? |
| | Are we connected? |
| | As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a |
| | <i>Sourav Chhikara has ended this chat session</i> |

Chat Trans

Hello, I am your Ac

Visitor Details

#83724 Jamie

Email: stinagoransson.alligo.com@gmail.com 📞 16787674531

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: HOWARD BEACH

State: Maryland

Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| Jamie | Hello, I am your Acebuddy |
| Acebuddy | Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you. |
| | Whom Would You Like to Connect With? |
| Jamie | Sales & Solutions |
| Acebuddy | Please wait while we connect you to one of our Sales Representatives. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Siddhant accepted the chat transfer request.</i> |
| Jamie | hi |
| Siddhant | Hi Jamie. This is Siddhant from solutions team at Ace Cloud Hosting. |
| Jamie | i need you to change my sever password |
| Siddhant | Sure. Let me transfer this chat to the support team. They will be able to help you. |
| | <i>Siddhant is transferring the chat to Support(QB & App Support).</i> |
| Jamie | okay |
| | <i>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. |
| | How are you? |
| Jamie | am trying to change a password out of my server but need you to change my sever password |
| Luv | Okay May I know your account and server name? |
| Jamie | Username : myrealdata\KINC_Jamie_Staff3 Password Link : https://otp.acecloudhosting.com/s/PkzIt0jbsTgEKINYUSj |
| | Username : myrealdata\KINC_Jamie_Staff3 |
| | Password Link : https://otp.acecloudhosting.com/s/PkzIt0jbsTgEKINYUSj |
| Luv | Kindly allow me two minutes to check the same. |
| Jamie | okay |
| Luv | Please send us an email from the registered email address so we could proceed further with the request. |
| Jamie | i did that already |
| Luv | Do you have the ticket number? |
| Jamie | no reponse |
| | |

| | | |
|--|-------|--|
| | Luv | Okay let me check, please wait |
| | | That was on 1st as I can see from the previous ticket, p password and send it to you |
| | Jamie | kindly send me the email to write and get fast result |
| | Luv | Please reset the password for this user, I approve the s [support@acecloudhosting.com](mailto:support@acecl |
| | | Are you there? |
| | Jamie | message sent |
| | | check again and see |
| | Luv | Thanks, sending the password over email, stay connec |
| | Jamie | okay waiting |
| | Luv | I just sent the password, can you please check if its wo |
| | | Also sending you the myportal guide which you can use are a POC. |
| | | <i>2:42:19 AMLuv is sharing a file with you</i> MyPortal-v2.pdf - (Size:1.39 MB) |
| | Jamie | okay |
| | Luv | Yeah, were you able to login into the server? |
| | Jamie | i will check later |
| | | just want to confirm the password have been change |
| | Luv | yes, it has been changed and sent to you, is there anyt |
| | | Are you there? |
| | | Due to no response I will be closing this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a |
| | | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe |
| | | I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks! |
| | | Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://w |
| | | <i>Luv has ended this chat session</i> |

Chat Trans

Hello, I am your Ac

Visitor Details

#83248 jessica squire
Email: jessica.squire@asgsolutions.us 📞 3523034429
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: LAKE PANASOFFKEE
State: Florida
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| jessica squire | Hello, I am your Acebuddy |
| Acebuddy | Hello Jessica.squire, I'm your Ace Buddy. I'll be happy to help you. |
| | Whom Would You Like to Connect With? |
| jessica squire | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| jessica squire | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| jessica squire | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| jessica squire | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to the support team. |
| jessica squire | Unable to email report |

| | | |
|--|-------------------------|---|
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Abhay Kumar Saraswat accepted the chat transfer requ</i> |
| | Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name today. |
| | | I deeply apologize for the inconvenience caused to you |
| | | I will be surely assisting you with this. |
| | | Is this for account: ASG Solutions LLC ? |
| | jessica squire | Yes |
| | Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | | Is this issue occurring only for you, or are other users o |
| | jessica squire | Another coworker had the same issue earlie |
| | | Im not sure if anyone else has tried to email a report |
| | | <i>2:54:03 AMjessica squire is sharing a file with you</i> <i>image.png - (Size:7.54 KB)</i> |
| | | Thats the error message Im getting |
| | Abhay Kumar Saraswat | Thank you for sharing the image. |
| | | And since when have you been experiencing this issue |
| | jessica squire | Today |
| | | I was able to email reports last week, not sure what da |
| | Abhay Kumar Saraswat | Okay. |
| | | Thank you for the information. |
| | | May I take the remote access of your local computer? |
| | jessica squire | yes |
| | Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close |
| | | https://assist.acecloudhosting.com/join/8102473846 |
| | | Kindly paste this link in the browser of local computer a |
| | | We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat. |
| | | Are we still connected on remote session? |
| | | Let me update you here as well. |
| | | |
| | | |

| | |
|--|--|
| | QB and O365 updates are in process. |
| | I'll update you once it's completed. |
| | <i>3:43:34 AM</i> Abhay Kumar Saraswat is sharing a file with image.png - (Size:75.79 KB) |
| | <i>3:58:55 AM</i> Abhay Kumar Saraswat is sharing a file with image.png - (Size:39.5 KB) |
| | <i>Updates has been completed.</i> |
| | Thank you for your patience. |
| | As we checked, even after updating QuickBooks and i Please give us a call and share the ticket number that I resolving this issue tomorrow, as you are about to leave |
| | Thank you for choosing ACE cloud Hosting, you have a |

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83359 Troy Wells
Email: troy@skygroupacct.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 23 Secs
City: TUCSON
State: Arizona
Country: UNITED STATES

Chat Transcript

Troy Wells

| | | |
|--|------------|--|
| | | Hello, I am your Acebuddy |
| | Acebuddy | Hello Troy Wells, I'm your Ace Buddy. I'll be happy to as |
| | | Whom Would You Like to Connect With? |
| | Troy Wells | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Troy Wells | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Troy Wells | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect |
| | Troy Wells | Drake 2024 Tax not showing on server desktop was on |
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Yash Kalra accepted the chat transfer request.</i> |
| | Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name |
| | | I will be surely assisting you with this. Kindly help me w |
| | Troy Wells | GCRCorp.myrealdata.net |
| | | UN: Troy Wells |
| | Yash Kalra | Kindly allow me two minutes to check the same. |
| | | Please stay connected while we are making some chan |
| | Troy Wells | Sounds good |
| | Yash Kalra | Troy, as I check from the backend on your server you o |
| | Troy Wells | We have had 2024 up until today |
| | | Today when we logged in the 2024 verison was gone |
| | | Which is the version that still has work in progress retu |
| | Yash Kalra | Please allow me a moment to check for the Drake 2024 |
| | | Troy, we have made some changes from the backend. Please check if the Drake 2024 is accessible now? (Edit |
| | | Troy, Is the issue resolved now ? (Edited) |
| | Troy Wells | All set thanks Yash |
| | Yash Kalra | Is there anything else I may help you with ? |
| | Troy Wells | No, that's all I needed |
| | | |

| | | |
|--|------------|--|
| | Yash Kalra | I would greatly appreciate if you could spare a minute t smileys at the end of this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a |
| | | <i>Yash Kalra has ended this chat session</i> |

Chat Trans

Hello, I am your Ac

Visitor Details

#83735 Angelia White
Email: awhite@alwtax.com 📞 706-744-6711
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEWNAN
State: Georgia
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Angelia White | Hello, I am your Acebuddy |
| Acebuddy | Hello Angelia White, I'm your Ace Buddy. I'll be happy t |
| | Whom Would You Like to Connect With? |
| Angelia White | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Angelia White | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Angelia White | Other Request |

| | |
|--------------------------------------|--|
| Acebuddy | Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance |
| | If you are facing any issue/problem with your server, Pl |
| Angelia White | No, That'll be all! |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day |
| Acebuddy has ended this chat session | |

Chat Trans

Hello, I am your Ac

Visitor Details

#83425 Rasheem Finley
Email: rfinley@dieselpartsdirect.com
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: BATON ROUGE
State: Louisiana
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------------|---|
| | Rasheem Finley | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Rasheem Finley | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect |
| | Rasheem Finley | Re:[## 798043 ##] Diesel Parts Direct: set up WebDAV |
| | Acebuddy | Please wait while we connect you to a Support Represe |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Karan Bhattacharya accepted the chat transfer request</i> |
| | Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name today. |
| | | Are we still connected? |
| | Rasheem Finley | hi |
| | | yes we are |
| | | I need assistance with my folder again |
| | | I submitted the ticket for you to be able to search issue |
| | Karan Bhattacharya | 798043 -Is this the one? |
| | Rasheem Finley | yes |
| | Karan Bhattacharya | let me check once,allow me few minutes. |
| | | What is the issue are you facing? |
| | Rasheem Finley | I cant sign in the folders |
| | Karan Bhattacharya | I will be sharing you a request for remote session,pleas that, |
| | Rasheem Finley | ok |
| | Karan Bhattacharya | please share your email id. |
| | Rasheem Finley | rfinley@dieselpartsdirect.com |
| | Karan Bhattacharya | https://assist.acecloudhosting.com/join/6052068767 |
| | | please access this |
| | | As we haven't got any response from your end, We are Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Trans

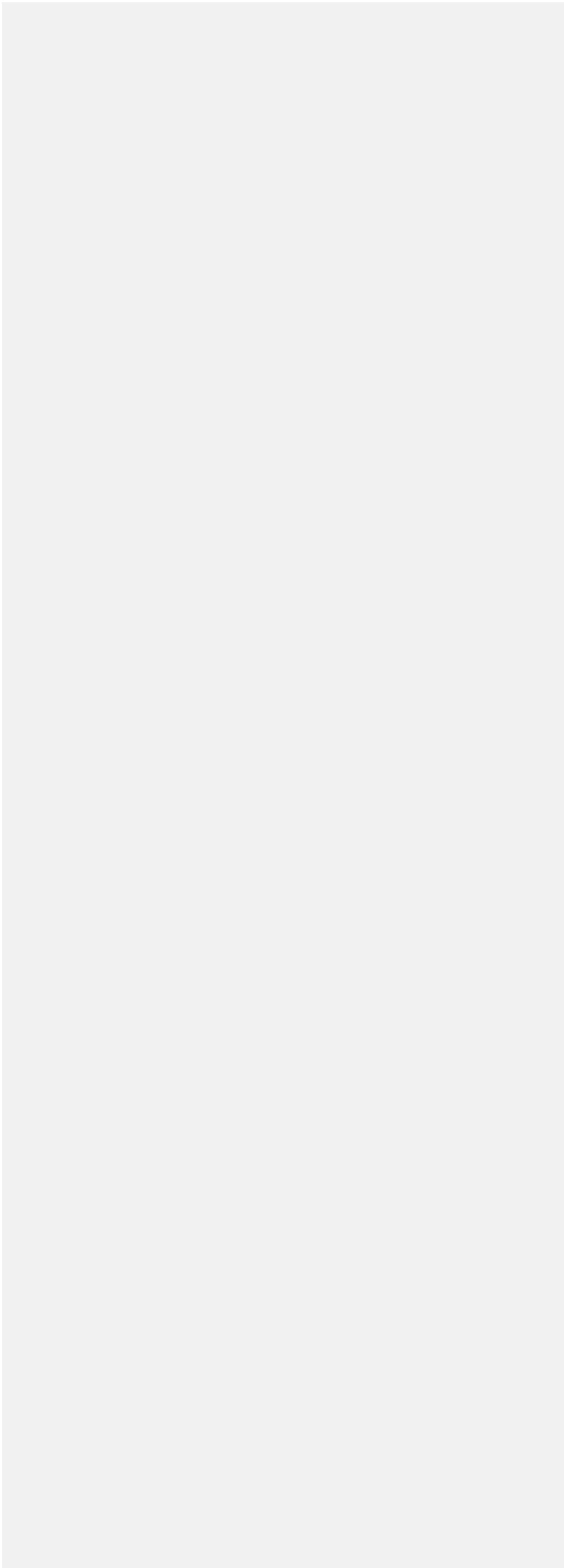
Hello, I am your Ac

Visitor Details

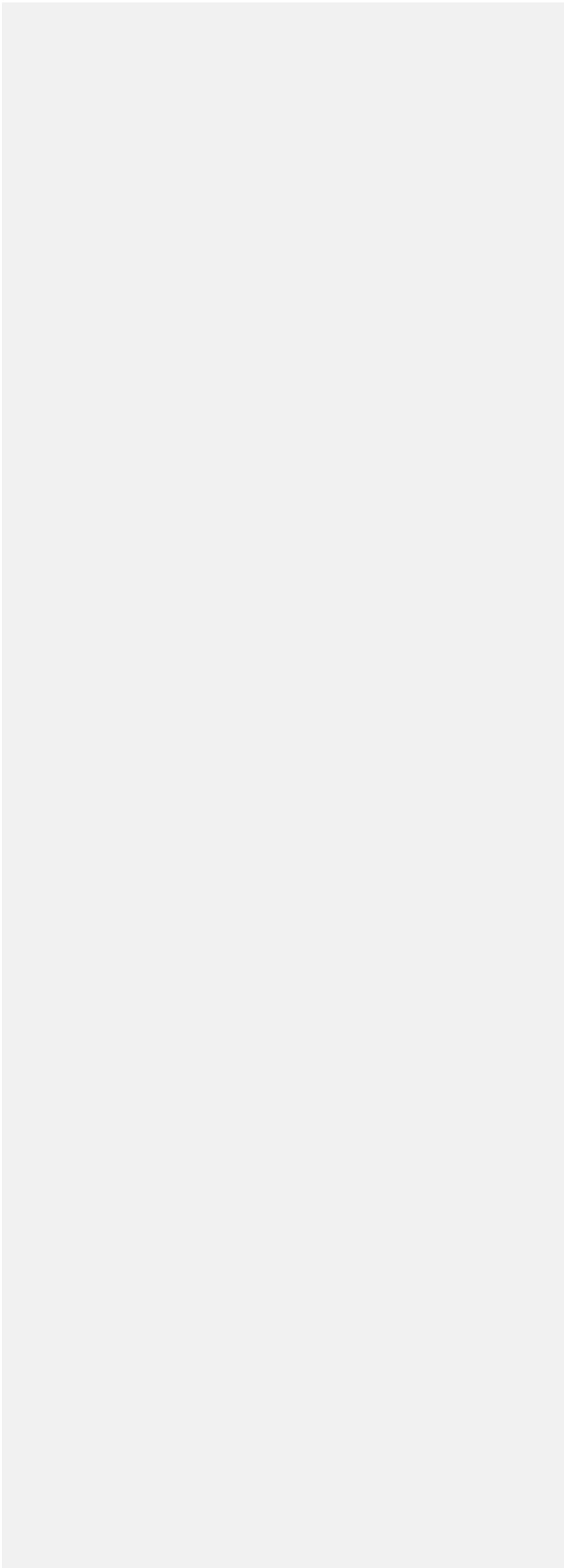
#83767 tina scott
Email: tscott@degol.com ☎ 18149417777
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Chrome OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: ALTOONA
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

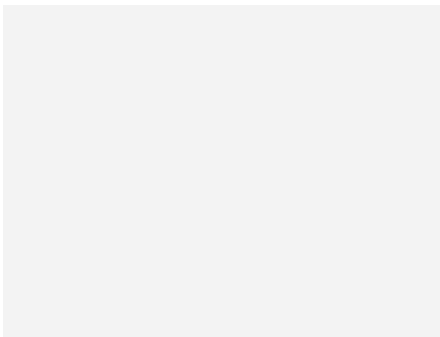
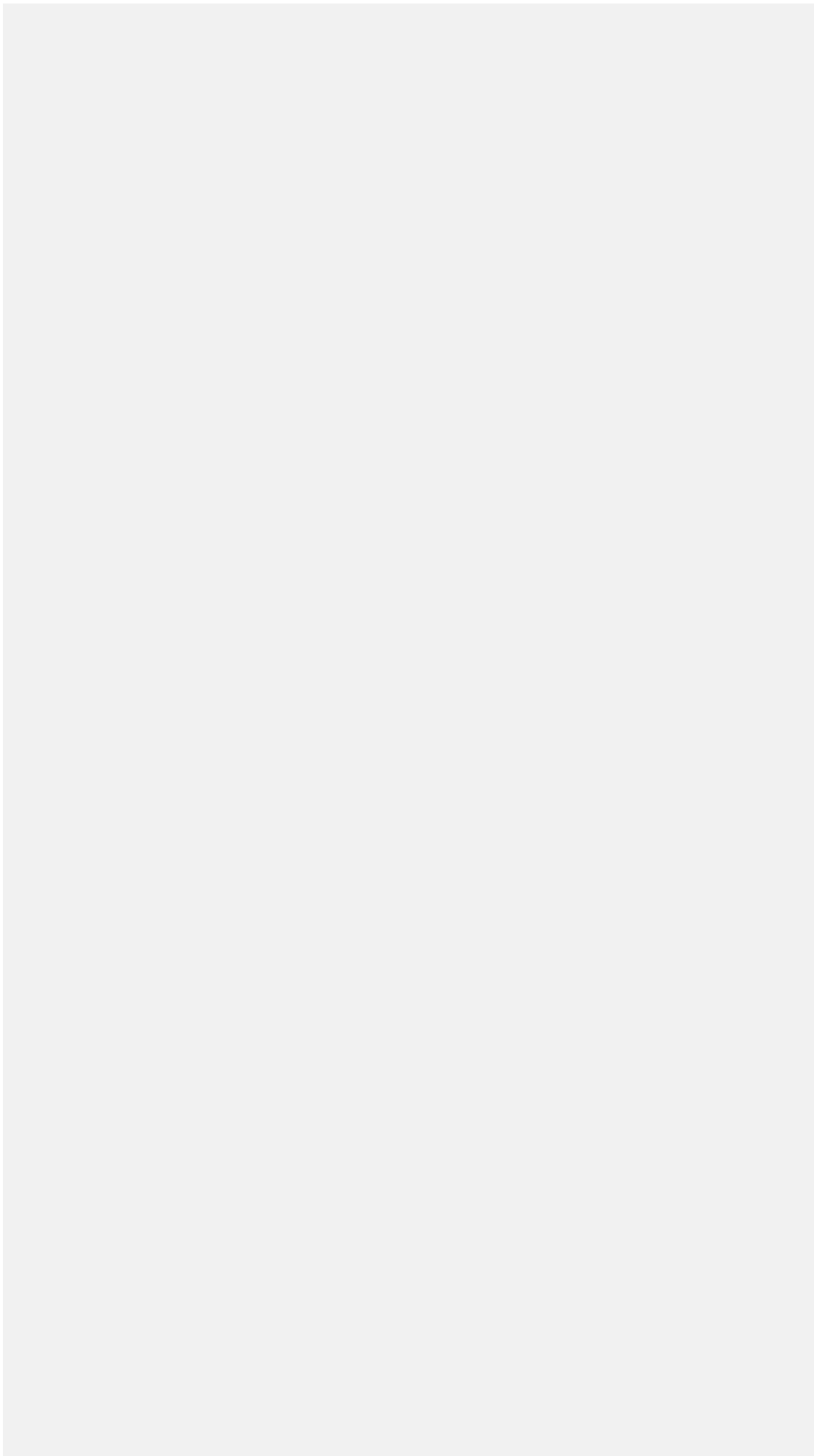
| | |
|------------|---|
| tina scott | Hello, I am your Acebuddy |
| Acebuddy | Hello Tina Scott, I'm your Ace Buddy. I'll be happy |
| | Whom Would You Like to Connect With? |
| tina scott | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |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



| | |
|------------|---|
| Acebuddy | Please specify the issue you are facing before I cor representative! |
| tina scott | Connection issue |
| Acebuddy | Please wait while we connect you to a Support Rep |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My na |
| | how are you? |
| tina scott | Hi - My name is Tina... I work with the DeGol Orgar our woodpro ACUITY software.. |
| | our company server was hacked... |
| | We would like to connect but I don't have the conn CLOUD account the verification code is sent to my |
| Luv | Okay, Kindly allow me two minutes to check the de |
| tina scott | Ok thanks... my name is Tina Scott |
| | corrupt email is tscott@degol.com |
| Luv | Alright, I see that email as the main one on the CR do not have access to this email? |
| tina scott | Nope but my ace account ID is CID74915 |
| Luv | Okay, Bare with me for a few minutes. |
| tina scott | thank you |
| Luv | Do you remember your server password? |
| tina scott | give me a second to find it |
| Luv | Sure, let me know if you find, you dont have to tell |
| tina scott | yes, I have it |
| Luv | Okay, I am going to try and send you the RDP link into your device |
| tina scott | GReat, thank you |
| Luv | DEGOL_tscott@myrealdata.net this must be user u |
| tina scott | yes |
| Luv | Do you have any other email where i can send the |
| tina scott | That is it but it's not connecting |
| | I will get with our IT dept |
| Luv | Since its not the RDP file, I am not able to send it c |



| | |
|------------|---|
| | supported, hence the email so I can send it to you |
| tina scott | oh ok... try uneekstuf@aol.com |
| | can you send the RDP for all users to my email un |
| Luv | let me check |
| | I sent you the file, let me know if you received and |
| | I am going to send the created ticket to a dedicate update the registered email address so you can ac RDP files from there. |
| tina scott | ok thank you... having trouble opening it... I will ge |
| Luv | Okay, do you want me to remote into your device |
| tina scott | hold on a sec if you can |
| Luv | Yeah I can sending you an email for zoho assist se: (mailto:uneekstuf@aol.com) (Edited) |
| | Are you there? |
| tina scott | yes... this is a chromebook... I grabbed another lap |
| Luv | okay, please check the above email uneekstuf@ac |
| tina scott | my login failed |
| Luv | login for what ? can you please elaborate |
| tina scott | using the RDP .. connecting to Acuity.. |
| | password failed |
| Luv | Okay, its probably because of a wrong password, I moment, I am going to connect you with the dedic registered email and after that I can go ahead rese |
| tina scott | sounds good, thanks |
| Luv | no worries, Is there anything else I can assist you v |
| tina scott | just the password reset for now |
| Luv | Sure thing, I will move the created ticket as soon a |
| | Thank you for choosing ACE cloud Hosting, you ha |
| | I would greatly appreciate if you could spare a min clicking on smileys at the end of this chat. |
| | You may end this chat now. Once you end this cha regarding this conversation, along with a ticket nu I request you to kindly spare a moment to fill that how I am working. I will appreciate that. or you ma quality@acecloudhosting.com. Thanks! |



Note: You may change/reset your server password Portal (<https://selfcare.acecloudhosting.com>).

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

Luv has ended this chat session