

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 8:58:28 PM

**#80005 Kelly Brewer**  
**Email:** kelly@eventsandadventures.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** GILBERT  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 22 Secs

|              |  |                    |
|--------------|--|--------------------|
| Kelly Brewer | Hello, I am your Acebuddy  | 31 Jul, 8:58:29 PM |
| Acebuddy     | Hello Kelly Brewer, I'm your Ace Buddy. I'll be happy to assist you!   | 8:58:30 PM         |
|              | Whom Would You Like to Connect With?   | 8:58:30 PM         |
| Kelly Brewer | Technical Support (QB & App Hosting)   | 8:58:34 PM         |
| Acebuddy     | Welcome to Ace Support.  | 8:58:34 PM         |
|              | Please chose an option :   | 8:58:34 PM         |
| Kelly Brewer | I'd like to report an Issue  | 8:58:43 PM         |
| Acebuddy     | Please select an option!   | 8:58:43 PM         |
| Kelly Brewer | Password Reset   | 8:58:47 PM         |
| Acebuddy     | Please select an option below  | 8:58:47 PM         |
| Kelly Brewer | Not Enrolled to Selfcare Portal  | 8:58:56 PM         |
| Acebuddy     | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 8:58:56 PM         |
|              | Do you need any further assistance on the topic?   | 8:58:56 PM         |
| Kelly Brewer | No   | 8:59:52 PM         |
| Acebuddy     | Thank you for contacting Ace Support. Have a nice day!   | 8:59:52 PM         |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


3 Jul, 6:25:54 AM

**#78930 Elvis Rodriguez**  
**Email:** elvis.rodriguez@castlewalk.us 📞 13346355622  
**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:** 38 Secs  
**City:** MANAGUA  
**State:** Masaya  
**Country:** NICARAGUA

Chat Transcript

Chat Duration : 32 Mins 28 Secs

|                 |  |                   |
|-----------------|--|-------------------|
| Elvis Rodriguez | Hello, I am your Acebuddy  | 3 Jul, 6:25:56 AM |
| Acebuddy        | Hello Elvis Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!                              | 6:25:57 AM        |
|                 | Whom Would You Like to Connect With?   | 6:25:57 AM        |
| Elvis Rodriguez | Technical Support (QB & App Hosting)   | 6:26:21 AM        |
| Acebuddy        | Welcome to Ace Support.  | 6:26:21 AM        |
|                 | Please chose an option :   | 6:26:21 AM        |
| Elvis Rodriguez | I'd like to report an Issue  | 6:26:26 AM        |
| Acebuddy        | Please select an option!   | 6:26:26 AM        |
| Elvis Rodriguez | Other Issue  | 6:26:45 AM        |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative! | 6:26:45 AM        |
| Elvis Rodriguez | some users when connecting to server they are kicked out   | 6:27:33 AM        |

|  |  |            |
|--|--|------------|
| Acebuddy   | Please wait while we connect you to a Support Representative   | 6:27:34 AM |
|  | <i>Acebuddy (bot) forwarded the chat request</i>   | 6:27:34 AM |
|  | <i>Shashwat Verma accepted the chat transfer request.</i>  | 6:27:46 AM |
| Shashwat Verma   | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.                | 6:27:50 AM |
|  | Hello Elvis  | 6:27:57 AM |
|  | I will surely help you with this issue.  | 6:28:10 AM |
|  | Kindly allow me two minutes to check the same.   | 6:29:18 AM |
|  | Do you face this issue by performing any particular task or while using any application?                             | 6:32:05 AM |
| Elvis Rodriguez  | when trying to log to server via RDP   | 6:32:32 AM |
| Shashwat Verma   | Okay, could you please try to login now, if you face any particular prompt, kindly share the screenshot of the same. | 6:33:53 AM |
| Elvis Rodriguez  | not me   | 6:35:20 AM |
|  | other users  | 6:35:22 AM |
| Shashwat Verma   | Yes, we understand your concern, could you please ask them to login?   | 6:36:10 AM |
|  | Elvis, if possible, could you please share us the remote session of one of the users facing login issue?<br>(Edited) | 6:39:10 AM |
| Elvis Rodriguez  | he was able to login but with hotspot  | 6:39:48 AM |
|  | could you please check if we are whitelist ip  | 6:40:07 AM |
| Shashwat Verma   | Got it, allow me 2 mins.   | 6:40:21 AM |
|  | We have made the required changes for the same, kindly ask to login now with the earlier used internet connection.   | 6:41:38 AM |
| Elvis Rodriguez  | 186.1.29.186   | 6:45:15 AM |
|  | that is the ip   | 6:45:18 AM |
| Shashwat Verma   | We have just made the IP whitelisted, please try now.  | 6:46:10 AM |
| Elvis Rodriguez  | ok we are trying   | 6:48:24 AM |
| Shashwat Verma   | Sure, please take your time  | 6:48:34 AM |
|  | Are you able to connect?   | 6:51:48 AM |
| Elvis Rodriguez  | no sir   | 6:54:34 AM |
| Shashwat Verma   | May I take the remote access of one of the users facing the same issue?  | 6:55:06 AM |
|  | <i>Elvis Rodriguez has ended this chat session</i>   | 6:58:24 AM |
| <div></div> |  |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 6:45:15 PM

#79359 George Fowler

Email: gpmfowler@gmail.com 📞 8478991763

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 35 Secs

|               |  |                    |
|---------------|--|--------------------|
| George Fowler | Hello, I am your Acebuddy  | 14 Jul, 6:45:16 PM |
| Acebuddy      | Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!                                    | 6:45:17 PM         |
|               | Whom Would You Like to Connect With?   | 6:45:17 PM         |
| George Fowler | Technical Support (QB & App Hosting)   | 7:07:49 PM         |
| Acebuddy      | Welcome to Ace Support.  | 7:07:49 PM         |
|               | Please chose an option :   | 7:07:49 PM         |
| George Fowler | I'd like to report an Issue  | 7:07:59 PM         |
| Acebuddy      | Please select an option!   | 7:07:59 PM         |
| George Fowler | Other Issue  | 7:08:05 PM         |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! | 7:08:05 PM         |
| George Fowler | i received a notice that my remote desktop has an issue and would be shut down in 60 minutes         | 7:08:30 PM         |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 7:08:30 PM         |
|               | Acebuddy (bot) forwarded the chat request  | 7:08:30 PM         |
| George Fowler | can you help   | 7:08:34 PM         |
|               | Ashutosh Mishra accepted the chat transfer request.  | 7:08:41 PM         |

|                 |  |            |
|-----------------|--|------------|
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.   | 7:09:03 PM |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 7:09:37 PM |
| George Fowler   | GeorgeF  | 7:09:50 PM |
|                 | Candlelite   | 7:09:51 PM |
|                 | I have to step away from my computer. can you please email me if there is anything to follow up on   | 7:10:18 PM |
|                 | my email is gpmfowler@gmail.com  | 7:10:25 PM |
| Ashutosh Mishra | Thanks for the confirmation !  | 7:10:38 PM |
|                 | I understand you cannot continue on chat session, I will check the server from backend and let you know on the email about the current state of your account and server. Would that be okay?   | 7:11:17 PM |
| George Fowler   | yes thank you  | 7:11:30 PM |
| Ashutosh Mishra | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 7:11:42 PM |
| George Fowler   | bye for now  | 7:11:45 PM |
| Ashutosh Mishra | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 7:11:48 PM |
|                 | <i>Ashutosh Mishra has ended this chat session</i>   | 7:11:52 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79807 susan

Email: ms.rsplumbing@gmail.com 📞 (251) 487-1496

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

25 Jul, 10:49:04 PM

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES


Chat Transcript

Chat Duration : 9 Mins 29 Secs

|              |  |                     |
|--------------|--|---------------------|
| susan        | Hello, I am your Acebuddy  | 25 Jul, 10:49:05 PM |
| Acebuddy     | Hello Susan, I'm your Ace Buddy. I'll be happy to assist you!  | 10:49:06 PM         |
|              | Whom Would You Like to Connect With?   | 10:49:06 PM         |
| susan        | Technical Support (QB & App Hosting)   | 10:49:15 PM         |
| Acebuddy     | Welcome to Ace Support.  | 10:49:15 PM         |
|              | Please chose an option :   | 10:49:15 PM         |
| susan        | I'd like to report an Issue  | 10:49:19 PM         |
| Acebuddy     | Please select an option!   | 10:49:19 PM         |
| susan        | Password Reset   | 10:49:34 PM         |
| Acebuddy     | Please select an option below  | 10:49:35 PM         |
| susan        | Not Enrolled to Selfcare Portal  | 10:49:42 PM         |
| Acebuddy     | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 10:49:42 PM         |
|              | Do you need any further assistance on the topic?   | 10:49:42 PM         |
| susan        | Yes  | 10:49:55 PM         |
| Acebuddy     | Please wait while we connect you to our Support Representative   | 10:49:55 PM         |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   | 10:49:55 PM         |
| susan        | what is my username?   | 10:50:00 PM         |
|              | <i>Sanyam Madan accepted the chat transfer request.</i>  | 10:50:06 PM         |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.  | 10:50:10 PM         |
| susan        | Hi i need help with the expire password  | 10:50:35 PM         |
| Sanyam Madan | Hello Susan , how are you ?  | 10:50:36 PM         |
|              | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 10:50:45 PM         |
| susan        | MeganS.npro  | 10:50:54 PM         |
|              |  |                     |

|              |   |             |
|--------------|---|-------------|
| Sanyam Madan | Kindly allow me two minutes to check the same.  | 10:51:01 PM |
|              | Please send us an email from the registered email address at support@acecloudhosting.com and we will reset it right away.                                       | 10:51:47 PM |
|              | Susan   | 10:52:30 PM |
|              | Are we still connected here?  | 10:54:08 PM |
|              | Are we still connected here?  | 10:56:09 PM |
|              | Are we still connected here?  | 10:58:28 PM |
|              | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:58:32 PM |

Sanyam Madan has ended this chat session10:58:35 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details8 Jul, 8:36:37 PM

#79096 Lindsay Rhodes

**Email:** lindsay@lmrhodescpa.com ☎ 12567364500

**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:** ANNISTON

**State:** Alabama

**Country:** UNITED STATES

Chat TranscriptChat Duration : 24 Secs

|                |   |                   |
|----------------|---|-------------------|
| Lindsay Rhodes | Hello, I am your Acebuddy                                       | 8 Jul, 8:36:37 PM |
| Acebuddy       | Hello Lindsay, I'm your Ace Buddy. I'll be happy to assist you! | 8:36:38 PM        |
|                | Whom Would You Like to Connect With?                            | 8:36:38 PM        |
|                |   |                   |



|                |   |            |
|----------------|---|------------|
| Lindsay Rhodes | Technical Support (QB & App Hosting)  | 8:36:44 PM |
| Acebuddy       | Welcome to Ace Support.   | 8:36:44 PM |
|                | <p>【                    】</p> <p>We are currently experiencing higher than normal contact volume related to server connectivity issues.</p> | 8:36:44 PM |
|                | Are you also experiencing issues related to server connectivity?  | 8:36:44 PM |
| Lindsay Rhodes | Yes   | 8:37:01 PM |
| Acebuddy       | Please refer to our status page for further updates on the issue status.  | 8:37:01 PM |
|                | Thank you contact Ace Support. Have a wonderful day!  | 8:37:01 PM |
|                | <i>Acebuddy has ended this chat session</i>   | 8:37:02 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 1:23:23 AM

#79783 Yobani De Leon

**Email:** deleonpumping@yahoo.com ☎ 18188969781

**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:** PACOIMA

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 30 Secs

|                |  |                    |
|----------------|--|--------------------|
| Yobani De Leon | Hello, I am your Acebuddy  | 25 Jul, 1:23:23 AM |
| Acebuddy       | Hello Yobani De Leon, I'm your Ace Buddy. I'll be happy to assist you! | 1:23:24 AM         |
|                | Whom Would You Like to Connect With?                                   | 1:23:24 AM         |



|                |  |            |
|----------------|--|------------|
| Yobani De Leon | Technical Support (QB & App Hosting)   | 1:23:27 AM |
| Acebuddy       | Welcome to Ace Support.  | 1:23:27 AM |
|                | Please chose an option :   | 1:23:27 AM |
|                | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 2:04:54 AM |

Ended due to chat idle timeout

2:04:54 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 8:06:46 PM

**#79074 Test Account**  
**Email:** test@test.com 📞 +917878787878  
**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:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duration : 2 Mins 2 Secs

|              |  |                   |
|--------------|--|-------------------|
| Test Account | Hello, I am your Acebuddy                                    | 8 Jul, 8:06:47 PM |
| Acebuddy     | Hello Test, I'm your Ace Buddy. I'll be happy to assist you! | 8:06:48 PM        |
|              | Whom Would You Like to Connect With?                         | 8:06:48 PM        |
| Test Account | Technical Support (QB & App Hosting)                         | 8:08:27 PM        |
| Acebuddy     | Welcome to Ace Support.                                      | 8:08:27 PM        |
|              | [  | 8:08:27 PM        |

|              |  |            |
|--------------|--|------------|
|              | We are currently experiencing higher than normal contact volume related to server connectivity issues. |            |
|              | Are you also experiencing issues related to server connectivity?                                       | 8:08:27 PM |
| Test Account | Yes  | 8:08:49 PM |
| Acebuddy     | Please refer to our status page for further updates on the issue status.                               | 8:08:49 PM |
|              | Thank you contact Ace Support. Have a wonderful day!   | 8:08:49 PM |
|              | <i>Acebuddy has ended this chat session</i>  | 8:08:49 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:10:32 PM

**#79108 ar.partsfast**  
**Email:** ar.partsfast@gmail.com 📞 12817500340  
**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:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 1 Sec

|              |  |                   |
|--------------|--|-------------------|
| ar.partsfast | Hello, I am your Acebuddy  | 8 Jul, 9:10:33 PM |
| Acebuddy     | Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you! | 9:10:34 PM        |
|              | Whom Would You Like to Connect With?                                 | 9:10:34 PM        |
| ar.partsfast | Technical Support (QB & App Hosting)                                 | 9:10:36 PM        |
| Acebuddy     | Welcome to Ace Support.  | 9:10:36 PM        |
|              | [  | ]                 |

|              |  |            |
|--------------|--|------------|
|              | We are currently experiencing higher than normal contact volume related to server connectivity issues.                             | 9:10:36 PM |
|              | Are you also experiencing issues related to server connectivity?   | 9:10:36 PM |
| ar.partsfast | No, I'd like to report another Issue   | 9:10:58 PM |
| Acebuddy     | Please chose an option :   | 9:10:58 PM |
| ar.partsfast | I'd like to report an Issue  | 9:11:02 PM |
| Acebuddy     | Please select an option!   | 9:11:02 PM |
| ar.partsfast | QuickBooks Issue   | 9:11:08 PM |
| Acebuddy     | What type of QuickBooks Issue are you facing?  | 9:11:08 PM |
| ar.partsfast | QuickBooks is Frozen   | 9:11:12 PM |
| Acebuddy     | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks   | 9:11:12 PM |
|              | Was that helpful?  | 9:11:12 PM |
|              | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 9:41:35 PM |

Ended due to chat idle timeout

9:41:35 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 11:33:00 PM

#79220 Jeffrey Watson

Email: jeff.watson@sourcingsystemsintl.com ☎ 2062263608

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: MOUNTLAKE TERRACE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 48 Secs

|                |  |                     |
|----------------|--|---------------------|
| Jeffrey Watson | Hello, I am your Acebuddy  | 9 Jul, 11:33:01 PM  |
| Acebuddy       | Hello Jeffrey Watson, I'm your Ace Buddy. I'll be happy to assist you!   | 11:33:02 PM         |
|                | Whom Would You Like to Connect With?   | 11:33:02 PM         |
| Jeffrey Watson | Technical Support (QB & App Hosting)   | 11:33:09 PM         |
| Acebuddy       | Welcome to Ace Support.  | 11:33:09 PM         |
|                | Please chose an option :   | 11:33:09 PM         |
| Jeffrey Watson | I'd like to raise a Request  | 11:33:15 PM         |
| Acebuddy       | Please select your request type.   | 11:33:15 PM         |
| Jeffrey Watson | Setup Ace Server   | 11:33:33 PM         |
| Acebuddy       | If you would like to configure the server access link on your computer, Kindly select your desired Operating System                | 11:33:33 PM         |
| Jeffrey Watson | Microsoft Windows  | 11:33:40 PM         |
| Acebuddy       | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC            | 11:33:40 PM         |
|                | Do you need any further assistance on the topic?   | 11:33:40 PM         |
|                | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 10 Jul, 12:17:49 AM |

Ended due to chat idle timeout12:17:49 AM



Visitor Details

14 Jul, 7:59:05 PM

#79371 Steve Frisbie  
Email: sfrisbie@ifsgroupusa.com 📞 18165478338  
Department: Support(QB & App Hosting)  
Operator: Ashutosh Mishra  
Website: https://www.acecloudhosting.com/support-chat.php


Chat Transcript

Hello, I am your Acebuddy

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 8 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 33 Secs

|   |   |                    |
|---|---|--------------------|
| Steve Frisbie   | Hello, I am your Acebuddy   | 14 Jul, 7:59:06 PM |
| Ashutosh Mishra   | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.  | 7:59:32 PM         |
|   | We had made the changes so you don't get the message again about the server session timeout.  | 8:00:40 PM         |
|   | Are we still connected here?  | 8:05:50 PM         |
|   | Are we still connected here?  | 8:06:56 PM         |
|   | Are we still connected here?  | 8:08:19 PM         |
|   | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 8:09:53 PM         |
|   | Ashutosh Mishra has ended this chat session   | 8:09:57 PM         |
|  |   |                    |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 8:31:27 PM

#79089 David Jimenez

Email: david@rcstructures.com 📞 3477939306

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: 29 Secs

City: ROSLYN

**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 57 Secs

|                 |   |                   |
|-----------------|---|-------------------|
| David Jimenez   | Hello, I am your Acebuddy   | 8 Jul, 8:31:27 PM |
| Acebuddy        | Hello David, I'm your Ace Buddy. I'll be happy to assist you!   | 8:31:28 PM        |
|                 | Whom Would You Like to Connect With?  | 8:31:28 PM        |
| David Jimenez   | Technical Support (QB & App Hosting)  | 8:31:35 PM        |
| Acebuddy        | Welcome to Ace Support.   | 8:31:35 PM        |
|                 | <div>【                    】</div> <div>We are currently experiencing higher than normal contact volume related to server connectivity issues.</div> | 8:31:35 PM        |
|                 | Are you also experiencing issues related to server connectivity?  | 8:31:35 PM        |
| David Jimenez   | No, I'd like to report another Issue  | 8:31:48 PM        |
| Acebuddy        | Please chose an option :  | 8:31:48 PM        |
| David Jimenez   | I'd like to report an Issue   | 8:31:55 PM        |
| Acebuddy        | Please select an option!  | 8:31:55 PM        |
| David Jimenez   | QuickBooks Issue  | 8:31:59 PM        |
| Acebuddy        | What type of QuickBooks Issue are you facing?   | 8:31:59 PM        |
| David Jimenez   | QuickBooks Login Issue  | 8:32:05 PM        |
| Acebuddy        | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue              | 8:32:05 PM        |
|                 | Was that helpful?   | 8:32:05 PM        |
| David Jimenez   | No  | 8:32:11 PM        |
| Acebuddy        | No issues, please wait while I connect you to one our support engineers who'd assist you further.   | 8:32:11 PM        |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 8:32:11 PM        |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>  | 8:32:24 PM        |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.  | 8:32:32 PM        |
| David Jimenez   | okay  | 8:32:37 PM        |
| Ashutosh Mishra | Hello David   | 8:32:44 PM        |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 8:32:48 PM        |
| David Jimenez   | RC Structures is our company name we are not usually asked server name  | 8:33:22 PM        |





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 8:56:02 PM

**#80004 Rosanna Duran-Carlson**  
**Email:** admin@bowlusroadchief.com ☎ +1 778 875 8516  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** OXNARD  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 58 Secs

|                       |  |                    |
|-----------------------|--|--------------------|
| Rosanna Duran-Carlson | Hello, I am your Acebuddy  | 31 Jul, 8:56:03 PM |
| Acebuddy              | Hello Rosanna Duran-carlson, I'm your Ace Buddy. I'll be happy to assist you!  | 8:56:04 PM         |
|                       | Whom Would You Like to Connect With?   | 8:56:04 PM         |
| Rosanna Duran-Carlson | Technical Support (QB & App Hosting)   | 8:56:10 PM         |
| Acebuddy              | Welcome to Ace Support.  | 8:56:10 PM         |
|                       | Please chose an option :   | 8:56:10 PM         |
| Rosanna Duran-Carlson | I'd like to raise a Request  | 8:56:22 PM         |
| Acebuddy              | Please select your request type.   | 8:56:22 PM         |
| Rosanna Duran-Carlson | Other Request  | 8:56:31 PM         |
| Acebuddy              | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 8:56:31 PM         |
|                       | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 8:56:31 PM         |
|                       | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.                             | 9:41:02 PM         |

Ended due to chat idle timeout

9:41:02 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 10:55:10 PM

**#80015 davidmroyston**  
**Email:** davidmroyston@gmail.com 📞 415-912-7039  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** SAN ANSELMO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 27 Secs

|               |  |                     |
|---------------|--|---------------------|
| davidmroyston | Hello, I am your Acebuddy  | 31 Jul, 10:55:11 PM |
| Acebuddy      | Hello Davidmroyston, I'm your Ace Buddy. I'll be happy to assist you!  | 10:55:12 PM         |
|               | Whom Would You Like to Connect With?   | 10:55:12 PM         |
| davidmroyston | Technical Support (QB & App Hosting)   | 10:55:18 PM         |
| Acebuddy      | Welcome to Ace Support.  | 10:55:18 PM         |
|               | Please chose an option :   | 10:55:18 PM         |
| davidmroyston | I'd like to raise a Request  | 10:55:25 PM         |
| Acebuddy      | Please select your request type.   | 10:55:25 PM         |
| davidmroyston | Reboot your Server   | 10:55:35 PM         |
| Acebuddy      | Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion. | 10:55:35 PM         |
|               | Do you need any further assistance on the topic?   | 10:55:35 PM         |
|               | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.   | 11:28:39 PM         |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 1:23:23 AM

**#79667 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 1 Sec

|          |  |                    |
|----------|--|--------------------|
| info     | Hello, I am your Acebuddy  | 22 Jul, 1:23:23 AM |
| Acebuddy | Hello Donna Han, I'm your Ace Buddy. I'll be happy to assist you!                                    | 1:23:24 AM         |
|          | Whom Would You Like to Connect With?   | 1:23:24 AM         |
| info     | Technical Support (QB & App Hosting)   | 1:23:28 AM         |
| Acebuddy | Welcome to Ace Support.  | 1:23:28 AM         |
|          | Please chose an option :   | 1:23:28 AM         |
| info     | I'd like to report an Issue  | 1:23:37 AM         |
| Acebuddy | Please select an option!   | 1:23:37 AM         |
| info     | Other Issue  | 1:23:40 AM         |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:23:40 AM         |
| info     | Program issue  | 1:23:51 AM         |

|                 |  |            |
|-----------------|--|------------|
| Acebuddy        | Please wait while we connect you to a Support Representative   | 1:23:52 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:23:52 AM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 1:23:55 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 1:24:01 AM |
|                 | Hello Donna  | 1:24:08 AM |
| info            | Hello, I am trying to open Ultra tax program, but there is an error message  | 1:24:11 AM |
|                 | <i>1:24:15 AMinfo is sharing a file with you</i><br><a href="#"><i>image.png</i></a> - ( <i>Size:24.41 KB</i> )  | 1:24:15 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 1:24:26 AM |
| info            | But as you can see, I don't run it at the same time  | 1:24:32 AM |
|                 | Server name : Bongryong.myrealddata.net. User name : Donna_BK  | 1:24:45 AM |
| Shubham Kataria | Kindly confirm if you're the only user who is facing this issue.   | 1:25:08 AM |
| info            | yes  | 1:25:24 AM |
|                 | <i>1:25:36 AMinfo is sharing a file with you</i><br><a href="#"><i>image.png</i></a> - ( <i>Size:16.44 KB</i> )  | 1:25:36 AM |
| Shubham Kataria | Alright, Please allow me a minute to check the same  | 1:25:46 AM |
| info            | okay   | 1:25:51 AM |
| Shubham Kataria | Kindly confirm which version of ultratax you're trying to open   | 1:26:24 AM |
| info            | 2024   | 1:26:54 AM |
| Shubham Kataria | Alright, let me check  | 1:27:13 AM |
| info            | okay   | 1:27:52 AM |
| Shubham Kataria | Please try to open now   | 1:29:14 AM |
| info            | oh, now it works.  | 1:29:50 AM |
|                 | thank you  | 1:29:51 AM |
| Shubham Kataria | You're welcome   | 1:30:00 AM |
|                 | Is there anything else I may help you with ?   | 1:30:03 AM |
| info            | nope. thank you/   | 1:30:10 AM |
| Shubham Kataria | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.                                  | 1:30:17 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 1:30:20 AM |
|                 | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. |            |

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

Thanks!

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

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

1:30:22 AM

*Shubham Kataria has ended this chat session*

1:30:25 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 10:43:48 PM

**#78967 Justin Mott**  
**Email:** justin.m@myrealdata.net  
**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:** AMERICAN FORK  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 10 Secs

|             |  |                    |
|-------------|--|--------------------|
| Justin Mott | Hello, I am your Acebuddy  | 3 Jul, 10:43:49 PM |
| Acebuddy    | Hello Justin Mott, I'm your Ace Buddy. I'll be happy to assist you!  | 10:43:50 PM        |
|             | Whom Would You Like to Connect With?   | 10:43:50 PM        |
|             | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 11:14:00 PM        |

*Ended due to chat idle timeout*

11:14:00 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 10:01:31 PM

**#79307 Tiffany**  
**Email:** tiffany@mixware.net ☎ 8185784030  
**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:** 11 Secs  
**City:** BOULDER CITY  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 24 Secs

|          |  |                     |
|----------|--|---------------------|
| Tiffany  | Hello, I am your Acebuddy  | 11 Jul, 10:01:32 PM |
| Acebuddy | Hello Tiffany, I'm your Ace Buddy. I'll be happy to assist you!  | 10:01:33 PM         |
|          | Whom Would You Like to Connect With?   | 10:01:33 PM         |
| Tiffany  | Technical Support (QB & App Hosting)   | 10:01:37 PM         |
| Acebuddy | Welcome to Ace Support.  | 10:01:37 PM         |
|          | Please chose an option :   | 10:01:37 PM         |
| Tiffany  | I'd like to report an Issue  | 10:01:43 PM         |
| Acebuddy | Please select an option!   | 10:01:43 PM         |
| Tiffany  | Other Issue  | 10:01:52 PM         |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative!   | 10:01:52 PM         |
| Tiffany  | I've been using the same password for a few months now and trying to log in for the last 30 minutes with this same password and the server is not allowing me in | 10:02:21 PM         |
| Acebuddy | Please wait while we connect you to a Support Representative   | 10:02:22 PM         |

|                    |   |             |
|--------------------|---|-------------|
|                    | <i>Acebuddy (bot) forwarded the chat request</i>  | 10:02:22 PM |
|                    | <i>Sujeet Kumar Suman accepted the chat transfer request.</i>   | 10:02:40 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.   | 10:02:51 PM |
|                    | Hello Tiffany   | 10:02:58 PM |
|                    | As I can see, you are connected to the server.  | 10:06:15 PM |
|                    | Do you still need assistance with resetting your password?  | 10:06:40 PM |
|                    | Are we still connected here?  | 10:08:09 PM |
|                    | Are we still connected here?  | 10:10:01 PM |
|                    | Are we still connected here?  | 10:11:45 PM |
|                    | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:11:52 PM |
|                    | <i>Sujeet Kumar Suman has ended this chat session</i>   | 10:11:57 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 11:51:11 PM

**#79604 jmadewell**  
**Email:** jmadewell@qimsolutions.com 📞 19127398341  
**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:** CLAXTON  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 57 Secs





|           |  |                     |
|-----------|--|---------------------|
| jmadewell | Hello, I am your Acebuddy  | 18 Jul, 11:51:12 PM |
| Acebuddy  | Hello Jeff Madewell, I'm your Ace Buddy. I'll be happy to assist you!  | 11:51:13 PM         |
|           | Whom Would You Like to Connect With?   | 11:51:13 PM         |
| jmadewell | Technical Support (QB & App Hosting)   | 11:51:18 PM         |
| Acebuddy  | Welcome to Ace Support.  | 11:51:18 PM         |
|           | Please chose an option :   | 11:51:18 PM         |
| jmadewell | I'd like to raise a Request  | 11:51:26 PM         |
| Acebuddy  | Please select your request type.   | 11:51:26 PM         |
| jmadewell | Other Request  | 11:51:44 PM         |
| Acebuddy  | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 11:51:44 PM         |
|           | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 11:51:44 PM         |
| jmadewell | No, That'll be all!  | 19 Jul, 12:01:09 AM |
| Acebuddy  | Thank you for contacting Ace Support, Have a nice day!   | 12:01:09 AM         |
|           | <i>Acebuddy has ended this chat session</i>  | 12:01:09 AM         |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79279 Adriana Nikovic

Email: anikovic@venningadvisors.com 📞 4133005724

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES


11 Jul, 1:17:11 AM

Chat Transcript

Chat Duration : 20 Mins 56 Secs

|                 |  |                    |
|-----------------|--|--------------------|
| Adriana Nikovic | Hello, I am your Acebuddy  | 11 Jul, 1:17:13 AM |
| Acebuddy        | Hello Adriana Nikovic, I'm your Ace Buddy. I'll be happy to assist you!  | 1:17:13 AM         |
|                 | Whom Would You Like to Connect With?   | 1:17:13 AM         |
| Adriana Nikovic | Technical Support (QB & App Hosting)   | 1:17:17 AM         |
| Acebuddy        | Welcome to Ace Support.  | 1:17:17 AM         |
|                 | Please chose an option :   | 1:17:17 AM         |
| Adriana Nikovic | I'd like to report an Issue  | 1:17:25 AM         |
| Acebuddy        | Please select an option!   | 1:17:25 AM         |
| Adriana Nikovic | QuickBooks Issue   | 1:17:28 AM         |
| Acebuddy        | What type of QuickBooks Issue are you facing?  | 1:17:29 AM         |
| Adriana Nikovic | Other QB related issue   | 1:17:34 AM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!           | 1:17:34 AM         |
| Adriana Nikovic | User is trying to open a file in quickbooks and getting the error message "you need administrative privileges" | 1:17:59 AM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 1:18:00 AM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:18:00 AM         |
|                 | <i>Anurag Sharma accepted the chat transfer request.</i>   | 1:18:44 AM         |
| Anurag Sharma   | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.           | 1:18:48 AM         |
|                 | Hello Adriana  | 1:18:56 AM         |
| Adriana Nikovic | Hello Anurag!  | 1:19:01 AM         |
|                 | are you able to assist with the issue?   | 1:21:21 AM         |
| Anurag Sharma   | I deeply apologize for the inconvenience caused to you.  | 1:22:14 AM         |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?                  | 1:22:18 AM         |
| Adriana Nikovic | venning.myrealdata.net   | 1:22:51 AM         |
|                 | user is Sarah Caroll   | 1:23:03 AM         |
| Anurag Sharma   | Thanks for the confirmation !  | 1:23:40 AM         |
|                 | Are you the only one facing this issue?  | 1:24:03 AM         |
| Adriana Nikovic | yes  | 1:24:06 AM         |
| Anurag Sharma   | Okay   | 1:24:49 AM         |
|                 |  |                    |

|                 |  |            |
|-----------------|--|------------|
|                 | Can I reboot the server once?  | 1:25:29 AM |
| Adriana Nikovic | im not sure, there are users signed in   | 1:25:42 AM |
| Anurag Sharma   | Yes, they are. (Edited)  | 1:26:23 AM |
| Adriana Nikovic | i would prefer not to  | 1:26:39 AM |
| Anurag Sharma   | Can I send them a text to log off from the server?   | 1:26:48 AM |
|                 | Are we still connected here?   | 1:28:05 AM |
| Adriana Nikovic | im sorry i dont have the authorization for that  | 1:28:17 AM |
| Anurag Sharma   | No problem. I can understand.  | 1:28:35 AM |
|                 | Could you please share me the snapshot of the error you are receiving?   | 1:28:48 AM |
| Adriana Nikovic | yes of course  | 1:29:19 AM |
|                 | <i>1:29:21 AMAdriana Nikovic is sharing a file with you</i><br><a href="#">1_image.png</a> - ( Size:19.21 KB ) | 1:29:21 AM |
| Anurag Sharma   | I am so sorry Adriana, but I would need to reboot the server once to resolve this issue.                       | 1:30:48 AM |
|                 | Only a reboot can resolve this.  | 1:30:54 AM |
| Adriana Nikovic | okay no worries  | 1:31:17 AM |
|                 | do you know if there are any scheduled reboots   | 1:31:27 AM |
| Anurag Sharma   | Yes, an automatic reboot occurs daily on the server during the night hours.                                    | 1:31:48 AM |
| Adriana Nikovic | okay so i'll check back tomorrow   | 1:31:59 AM |
|                 | thanks for your help   | 1:32:01 AM |
| Anurag Sharma   | Your issue will get fixed after that.  | 1:32:06 AM |
|                 | Is there anything else I may help you with ?   | 1:32:14 AM |
| Adriana Nikovic | i did have an issue  | 1:32:20 AM |
|                 | with Bato Gjokaj   | 1:32:22 AM |
|                 | he's trying to open a 2017 file  | 1:32:26 AM |
|                 | but theres no version available to open it up into   | 1:32:33 AM |
|                 | and we're not sure how to convert it   | 1:32:39 AM |
| Anurag Sharma   | Can you please specify the application name?   | 1:33:54 AM |
| Adriana Nikovic | yes hold on a moment   | 1:34:35 AM |
| Anurag Sharma   | Sure, please take your time  | 1:35:05 AM |
|                 | Are we still connected here?   | 1:36:24 AM |
|                 | Are we still connected here?   | 1:37:44 AM |
|                 | Are we still connected here?   | 1:38:04 AM |
|                 |  |            |

|  |   |            |
|--|---|------------|
|  | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:38:05 AM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 1:38:07 AM |
|  | <i>Anurag Sharma has ended this chat session</i>  | 1:38:10 AM |
| <div></div> |   |            |

# Chat Transcript

Hello, I am your Acebuddy

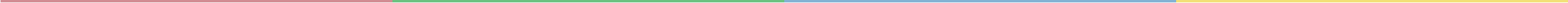
|  |                    |
|--|--------------------|
| Visitor Details  | 12 Jul, 7:08:07 AM |
| <p><b>#79322 Lynn Weintraub</b></p> <p><b>Email:</b> lynn@coaccounting.com 📞 303-717-6001</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Shashwat Verma</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Apple iPhone</p> <p><b>Browser:</b> Apple Safari</p> <p><b>Device:</b> Mobile</p> <p><b>Average Response Time:</b> 3 Secs</p> <p><b>City:</b> GOLDEN</p> <p><b>State:</b> Colorado</p> <p><b>Country:</b> UNITED STATES</p> |                    |

Chat Transcript

Chat Duration : 14 Mins 17 Secs

|                |  |                    |
|----------------|--|--------------------|
| Lynn Weintraub | Hello, I am your Acebuddy  | 12 Jul, 7:08:09 AM |
| Acebuddy       | Hello Lynn Weintraub, I'm your Ace Buddy. I'll be happy to assist you! | 7:08:10 AM         |
|                | Whom Would You Like to Connect With?                                   | 7:08:10 AM         |
| Lynn Weintraub | Technical Support (QB & App Hosting)                                   | 7:08:13 AM         |
| Acebuddy       | Welcome to Ace Support.  | 7:08:13 AM         |
|                | Please chose an option :   | 7:08:13 AM         |
| Lynn Weintraub | I'd like to raise a Request  | 7:08:27 AM         |
| Acebuddy       | Please select your request type.                                       | 7:08:27 AM         |
|                |  |                    |

|                |   |            |
|----------------|---|------------|
| Lynn Weintraub | Other Request   | 7:08:51 AM |
| Acebuddy       | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.  | 7:08:52 AM |
|                | If you are facing any issue/problem with your server, Please select the appropriate option below :  | 7:08:52 AM |
| Lynn Weintraub | Yes, I'm facing issues with my server   | 7:09:05 AM |
| Acebuddy       | Please select an option!  | 7:09:05 AM |
| Lynn Weintraub | Other Issue   | 7:09:11 AM |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  | 7:09:11 AM |
| Lynn Weintraub | Re#72987  | 7:10:20 AM |
| Acebuddy       | Please wait while we connect you to a Support Representative  | 7:10:20 AM |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 7:10:20 AM |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>   | 7:11:12 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.   | 7:11:15 AM |
|                | Hello Lynn  | 7:11:20 AM |
|                | Kindly allow me two minutes to check the same.  | 7:11:33 AM |
|                | May I know the issue you are facing?  | 7:13:58 AM |
|                | Are we still connected here?  | 7:16:50 AM |
|                | Lynn, are we still connected here?  | 7:18:19 AM |
|                | Are we still connected here?  | 7:20:11 AM |
|                | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 7:22:11 AM |
|                | <i>Shashwat Verma has ended this chat session</i>   | 7:22:26 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 26 Jul, 2:16:23 AM

#79816 Jones  
Email: jjones@foresightcpa.com ☎ 2672298174

**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 1 Sec  
**City:** JERSEY CITY  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 1 Sec

|               |  |                    |
|---------------|--|--------------------|
| Jones         | Hello, I am your Acebuddy  | 26 Jul, 2:16:23 AM |
| Acebuddy      | Hello Jjones, I'm your Ace Buddy. I'll be happy to assist you!                                       | 2:16:24 AM         |
|               | Whom Would You Like to Connect With?   | 2:16:24 AM         |
| Jones         | Technical Support (QB & App Hosting)   | 2:16:28 AM         |
| Acebuddy      | Welcome to Ace Support.  | 2:16:28 AM         |
|               | Please chose an option :   | 2:16:28 AM         |
| Jones         | I'd like to report an Issue  | 2:16:43 AM         |
| Acebuddy      | Please select an option!   | 2:16:43 AM         |
| Jones         | QuickBooks Issue   | 2:16:48 AM         |
| Acebuddy      | What type of QuickBooks Issue are you facing?  | 2:16:48 AM         |
| Jones         | Other QB related issue   | 2:16:58 AM         |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! | 2:16:58 AM         |
| Jones         | I am trying to restore 2 QB files but I am getting an error and unable to                            | 2:18:35 AM         |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 2:18:35 AM         |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 2:18:35 AM         |
|               | <i>Anurag Sharma accepted the chat transfer request.</i>   | 2:19:51 AM         |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. | 2:19:54 AM         |
|               | Hello Jones (Edited)   | 2:19:59 AM         |
| Jones         | Hello Anurag   | 2:20:07 AM         |
|               | I am having trouble restoring these two QB files, it gets and error then QB freezes                  | 2:21:01 AM         |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you.  | 2:21:33 AM         |
|               | I will be surely assisting you with this. Kindly help me with your server name and user name?        | 2:21:36 AM         |
|               |  |                    |

|               |  |            |
|---------------|--|------------|
| Jones         | Foresight.myrealdata.net   | 2:22:01 AM |
|               | I am on FBS_Staff12  | 2:22:06 AM |
| Anurag Sharma | Could you please confirm why you want to restore them?   | 2:22:52 AM |
| Jones         | So I can access  | 2:23:09 AM |
|               | They are backup files  | 2:23:16 AM |
| Anurag Sharma | Okay   | 2:24:23 AM |
|               | May I take the remote access of your server?   | 2:24:28 AM |
| Jones         | Sure thing   | 2:24:33 AM |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end.  | 2:24:49 AM |
| Jones         | Okay, all good,  | 2:25:18 AM |
| Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 2:25:41 AM |
|               | Please login into the server again.  | 2:29:01 AM |
| Jones         | Logged in  | 2:29:06 AM |
|               | I had gotten signed out  | 2:30:59 AM |
| Anurag Sharma | Please login again and check   | 2:31:32 AM |
| Jones         | Yep  | 2:31:37 AM |
|               | Getting an error just opening up QB  | 2:32:22 AM |
| Anurag Sharma | Are you the only one facing this issue?  | 2:33:12 AM |
| Jones         | No   | 2:33:46 AM |
|               | <i>jjones has ended this chat session</i>  | 3:03:26 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jul, 3:48:30 AM

#79630 Tony Lee

Email: support@claccounting.tax ☎ 19097189780




**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 52 Secs  
**City:** EL MONTE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 53 Secs

|                 |  |                    |
|-----------------|--|--------------------|
| Tony Lee        | Hello, I am your Acebuddy  | 20 Jul, 3:48:31 AM |
| Acebuddy        | Hello Support, I'm your Ace Buddy. I'll be happy to assist you!  | 3:48:32 AM         |
|                 | Whom Would You Like to Connect With?   | 3:48:32 AM         |
| Tony Lee        | Technical Support (QB & App Hosting)   | 3:48:38 AM         |
| Acebuddy        | Welcome to Ace Support.  | 3:48:38 AM         |
|                 | Please chose an option :   | 3:48:38 AM         |
| Tony Lee        | I'd like to report an Issue  | 3:48:58 AM         |
| Acebuddy        | Please select an option!   | 3:48:58 AM         |
| Tony Lee        | Other Issue  | 3:50:31 AM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 3:50:32 AM         |
| Tony Lee        | Help me update 2024 Lacerte  | 3:50:43 AM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 3:50:44 AM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 3:50:44 AM         |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 3:51:33 AM         |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 3:51:51 AM         |
| Tony Lee        | Help me update 2024 Lacerte  | 3:52:00 AM         |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name?          | 3:52:23 AM         |
| Tony Lee        | CLAccounting.myrealdata.net  | 3:52:41 AM         |
|                 | tony.lee   | 3:52:42 AM         |
| Shubham Kataria | Thank you for the information. please allow me a minute to check the same.                             | 3:53:37 AM         |
|                 | Thank you for your patience.   | 3:56:20 AM         |
|                 | I've initiated the update of Lacerte 2024. Would you like to stay connected over the chat or shall I   | 3:57:18 AM         |

|   |   |            |
|---|---|------------|
|   | inform you via email once the update completed.   |            |
| Tony Lee  | ya keep going   | 3:58:43 AM |
|   | let me know when you finish update  | 3:58:47 AM |
|   | i log off   | 3:58:49 AM |
| Shubham Kataria   | Alright, Once the update completed. I with inform you here (Edited)   | 4:01:06 AM |
|   | Thank you for your patience.  | 4:03:21 AM |
|   | Lacerte update has been completed on the server.  | 4:03:33 AM |
|   | Is there anything else I may help you with ?  | 4:04:39 AM |
| Tony Lee  | thats it. thanks  | 4:04:46 AM |
| Shubham Kataria   | You're welcome  | 4:05:08 AM |
|   | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.   | 4:05:13 AM |
|   | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 4:05:17 AM |
|   | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  |            |
|   | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! | 4:05:21 AM |
|   | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  |            |
|   | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |            |
| <i>Shubham Kataria has ended this chat session</i>                                    |   | 4:05:25 AM |
|  |   |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79623 gabriella.gallo

Email: [gabriella@atlanticstate.dev](mailto:gabriella@atlanticstate.dev) ☎ 19147775800

Department: Support(QB & App Hosting)

19 Jul, 9:24:31 PM

**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Mins 5 Secs  
**City:** RIDGEFIELD  
**State:** Connecticut  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 2 Mins

|                 |   |                    |
|-----------------|---|--------------------|
| gabriella.gallo | Hello, I am your Acebuddy   | 19 Jul, 9:24:32 PM |
| Acebuddy        | Hello Gabriella.gallo, I'm your Ace Buddy. I'll be happy to assist you!   | 9:24:33 PM         |
|                 | Whom Would You Like to Connect With?  | 9:24:33 PM         |
| gabriella.gallo | Technical Support (QB & App Hosting)  | 9:24:39 PM         |
| Acebuddy        | Welcome to Ace Support.   | 9:24:39 PM         |
|                 | Please chose an option :  | 9:24:39 PM         |
| gabriella.gallo | I'd like to report an Issue   | 9:24:47 PM         |
| Acebuddy        | Please select an option!  | 9:24:47 PM         |
|                 | What type of QuickBooks Issue are you facing?   | 9:24:54 PM         |
| gabriella.gallo | QuickBooks Issue  | 9:24:54 PM         |
|                 | Other QB related issue  | 9:25:00 PM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!                                  | 9:25:00 PM         |
| gabriella.gallo | While I was saving an invoice, it gave me an error window. Now it won't go away and then it closes QB so I cannot do anything anymore | 9:25:43 PM         |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 9:25:43 PM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 9:25:43 PM         |
| gabriella.gallo | <i>9:26:00 PMgabriella.gallo is sharing a file with you</i><br><a href="#">Capture.PNG</a> - ( Size:18.59 KB )                        | 9:26:00 PM         |
|                 | this is the window I keep getting   | 9:26:16 PM         |
|                 | <i>Anurag Sharma accepted the chat transfer request.</i>  | 9:26:49 PM         |
| Anurag Sharma   | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.                                  | 9:26:51 PM         |
|                 | Hello Gabriella   | 9:26:58 PM         |
| gabriella.gallo | Hello   | 9:26:58 PM         |
|                 | Can you see the screenshot I sent?  | 9:27:28 PM         |

|                 |  |            |
|-----------------|--|------------|
| Anurag Sharma   | Yes  | 9:28:07 PM |
|                 | I deeply apologize for the inconvenience caused to you.  | 9:28:09 PM |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 9:28:13 PM |
| gabriella.gallo | ah hold on   | 9:28:25 PM |
|                 | ASA.myrealdata.net   | 9:28:41 PM |
|                 | it is saved so will go get it  | 9:29:27 PM |
| Anurag Sharma   | Okay   | 9:29:40 PM |
|                 | Kindly allow me 2-3 minutes to check the same.   | 9:29:50 PM |
| gabriella.gallo | ok   | 9:30:05 PM |
|                 | myrealdata\Gabriella.G   | 9:31:13 PM |
| Anurag Sharma   | Thanks for the confirmation. Please stay connected for a while.  | 9:31:48 PM |
| gabriella.gallo | ok   | 9:31:56 PM |
| Anurag Sharma   | Please don't login into the server for a while, I am repairing the QB application from the backend.  | 9:34:41 PM |
|                 | It will take few minutes.  | 9:34:47 PM |
| gabriella.gallo | ok I logged out  | 9:34:51 PM |
| Anurag Sharma   | Please try to login into the server and check if the issue is now resolved.  | 9:36:41 PM |
| gabriella.gallo | ok hold on   | 9:36:50 PM |
|                 | no   | 9:38:24 PM |
|                 | it opens to the same screen  | 9:38:30 PM |
|                 | with the error   | 9:38:33 PM |
|                 | if I press don't send it closes QB   | 9:38:54 PM |
| Anurag Sharma   | I deeply apologize for the inconvenience caused to you.  | 9:39:07 PM |
|                 | May I take the remote access of your server?   | 9:39:11 PM |
| gabriella.gallo | sure   | 9:39:16 PM |
| Anurag Sharma   | Prior providing the access, I would suggest you to close any important documents at your end.  | 9:39:52 PM |
| gabriella.gallo | all closed   | 9:40:03 PM |
| Anurag Sharma   | Please accept the remote session request on the server.  | 9:42:07 PM |
| gabriella.gallo | don't see it   | 9:42:21 PM |
|                 | ok   | 9:42:25 PM |
| Anurag Sharma   | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:42:30 PM |
|                 |  |            |

|                 |  |             |
|-----------------|--|-------------|
| gabriella.gallo | accepted   | 9:42:30 PM  |
| Anurag Sharma   | Please stay connected.   | 10:04:36 PM |
| gabriella.gallo | ok   | 10:04:42 PM |
| Anurag Sharma   | Please stay connected. I am still working on it.   | 10:25:36 PM |
| gabriella.gallo | ok   | 10:26:34 PM |
| Anurag Sharma   | The issue seems to be resolved.  | 10:26:51 PM |
|                 | Is there anything else I may help you with ?   | 10:26:54 PM |
| gabriella.gallo | Thank you very much for your help!   | 10:27:05 PM |
| Anurag Sharma   | Thanks for the confirmation !  | 10:27:09 PM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.   | 10:27:13 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 10:27:15 PM |
|                 | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 10:27:17 PM |
|                 | <i>Anurag Sharma has ended this chat session</i>   | 10:27:20 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78953 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

3 Jul, 8:45:21 PM

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 25 Secs

|                      |  |                   |
|----------------------|--|-------------------|
| info                 | Hello, I am your Acebuddy  | 3 Jul, 8:45:22 PM |
| Acebuddy             | Hello Info, I'm your Ace Buddy. I'll be happy to assist you!   | 8:45:23 PM        |
|                      | Whom Would You Like to Connect With?   | 8:45:23 PM        |
| info                 | Technical Support (QB & App Hosting)   | 8:45:37 PM        |
| Acebuddy             | Welcome to Ace Support.  | 8:45:37 PM        |
|                      | Please chose an option :   | 8:45:37 PM        |
| info                 | I'd like to report an Issue  | 8:45:51 PM        |
| Acebuddy             | Please select an option!   | 8:45:51 PM        |
| info                 | QuickBooks Issue   | 8:46:10 PM        |
| Acebuddy             | What type of QuickBooks Issue are you facing?  | 8:46:10 PM        |
| info                 | QuickBooks Update  | 8:46:16 PM        |
| Acebuddy             | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 8:46:16 PM        |
|                      | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.        | 8:46:16 PM        |
|                      | Do you need any further assistance on the topic?   | 8:46:16 PM        |
| info                 | Yes  | 8:46:26 PM        |
| Acebuddy             | Please wait while we connect you to our Support Representative   | 8:46:27 PM        |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>   | 8:46:27 PM        |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>  | 8:46:34 PM        |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.  | 8:46:40 PM        |
| info                 | After 5 minutes, I came back to server   | 8:46:41 PM        |
|                      |  |                   |

|                                  |  |            |
|----------------------------------|--|------------|
|                                  | Bongryong.myrealddata.net. User name : Donna_BK                      | 8:46:50 PM |
| Abhay Kumar Saraswat             | Thanks for the confirmation !  | 8:47:01 PM |
| info                             | IS that okay everyone can connect the server now?                    | 8:47:02 PM |
| Abhay Kumar Saraswat             | I will be surely assisting you with this.                            | 8:47:07 PM |
|                                  | I just want to confirm—have you already spoken to someone over chat? | 8:48:18 PM |
| info                             | yes  | 8:48:28 PM |
|                                  | he said come back after 5 minutes                                    | 8:48:39 PM |
|                                  | I think we can now.. QB is working                                   | 8:48:55 PM |
| Abhay Kumar Saraswat             | Is this regarding QB update?   | 8:48:55 PM |
| info                             | QB issue\  | 8:49:04 PM |
| Abhay Kumar Saraswat             | okay.  | 8:49:12 PM |
| info                             | we couldn't use QB   | 8:49:15 PM |
| Abhay Kumar Saraswat             | Are you able to use it now?  | 8:49:31 PM |
| info                             | yes I do   | 8:49:39 PM |
| info has ended this chat session |  | 8:49:48 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78881 Avraham Mehl

Email: invoice@upscalect.com 📞 17184932866

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

2 Jul, 3:02:01 AM



**City:** WEST HAVEN  
**State:** Connecticut  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 14 Secs

|              |   |                   |
|--------------|---|-------------------|
| Avraham Mehl | Hello, I am your Acebuddy   | 2 Jul, 3:02:02 AM |
| Acebuddy     | Hello Avraham Mehl, I'm your Ace Buddy. I'll be happy to assist you!                            | 3:02:03 AM        |
|              | Whom Would You Like to Connect With?  | 3:02:03 AM        |
| Avraham Mehl | Technical Support (QB & App Hosting)  | 3:02:06 AM        |
| Acebuddy     | Welcome to Ace Support.   | 3:02:06 AM        |
|              | Please chose an option :  | 3:02:06 AM        |
| Avraham Mehl | I'd like to report an Issue   | 3:02:12 AM        |
| Acebuddy     | Please select an option!  | 3:02:12 AM        |
| Avraham Mehl | Password Reset  | 3:02:15 AM        |
| Acebuddy     | Please select an option below   | 3:02:15 AM        |
| Avraham Mehl | Already Enrolled to Selfcare Portal   | 3:02:20 AM        |
| Acebuddy     | Please follow the process mentioned in the link below inorder to reset your server password.    | 3:02:20 AM        |
|              | Do you need any further assistance on the topic?  | 3:02:20 AM        |
| Avraham Mehl | Yes   | 3:02:24 AM        |
| Acebuddy     | Please wait while we connect you to our Support Representative                                  | 3:02:24 AM        |
|              | <i>Acebuddy (bot) forwarded the chat request</i>  | 3:02:24 AM        |
|              | <i>Yash Ahi accepted the chat transfer request.</i>   | 3:02:32 AM        |
| Yash Ahi     | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today. | 3:02:38 AM        |
|              | Hi Avraham. How are you doing today?  | 3:02:49 AM        |
| Avraham Mehl | good  | 3:03:02 AM        |
|              | i am unable to succeffully change my password with the selfcare portal                          | 3:03:49 AM        |
| Yash Ahi     | Alright, I will surely help you with this issue.  | 3:04:25 AM        |
|              | Could you please help me with your server name or business name?                                | 3:04:28 AM        |
| Avraham Mehl | Upscale2@myrealddata.net  | 3:04:38 AM        |
| Yash Ahi     | Thankyou for the information.   | 3:04:52 AM        |
|              | Kindly allow me two minutes to check the same.  | 3:04:54 AM        |
|              | Thank you for your patience.  | 3:07:07 AM        |

|              |  |            |
|--------------|--|------------|
|              | May I take the remote access of your local computer to help you with the password reset Avraham?   | 3:07:19 AM |
| Avraham Mehl | yes  | 3:08:00 AM |
| Yash Ahi     | Prior providing the access, I would suggest you to close any important documents at your end.  | 3:08:29 AM |
|              | Kindly paste this link in the browser of local computer and join the session.<br><a href="https://assist.acecloudhosting.com/join/5892673286">https://assist.acecloudhosting.com/join/5892673286</a>   | 3:09:23 AM |
|              | Are we still connected here?   | 3:11:25 AM |
|              | Are we still connected here?   | 3:13:08 AM |
|              | Are we still connected here?   | 3:15:37 AM |
|              | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.  | 3:17:12 AM |
|              | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 3:17:13 AM |
|              | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 3:17:15 AM |

*Yash Ahi has ended this chat session*

3:17:17 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 1:18:27 AM

**#79781 Chris Pierce**

**Email:** [chris@preferredfg.com](mailto:chris@preferredfg.com) 📞 12606377282

**Department:** Support(QB & App Hosting)

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 36 Secs  
**City:** FT WAYNE  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 43 Secs

|              |   |                    |
|--------------|---|--------------------|
| Chris Pierce | Hello, I am your Acebuddy   | 25 Jul, 1:18:28 AM |
| Acebuddy     | Hello Chris Pierce, I'm your Ace Buddy. I'll be happy to assist you!  | 1:18:29 AM         |
|              | Whom Would You Like to Connect With?  | 1:18:29 AM         |
| Chris Pierce | Technical Support (QB & App Hosting)  | 1:18:33 AM         |
| Acebuddy     | Welcome to Ace Support.   | 1:18:33 AM         |
|              | Please chose an option :  | 1:18:33 AM         |
| Chris Pierce | I'd like to raise a Request   | 1:18:40 AM         |
| Acebuddy     | Please select your request type.  | 1:18:40 AM         |
| Chris Pierce | Application Update  | 1:18:46 AM         |
| Acebuddy     | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. | 1:18:46 AM         |
|              | Typically, the application update is performed overnight.   |                    |
|              | Do you need any further assistance on the topic?  | 1:18:46 AM         |
| Chris Pierce | Yes   | 1:18:55 AM         |
| Acebuddy     | Please wait while we connect you to our Support Representative  | 1:18:55 AM         |
|              | <i>Acebuddy (bot) forwarded the chat request</i>  | 1:18:55 AM         |
|              | <i>Sanyam Madan accepted the chat transfer request.</i>   | 1:19:21 AM         |
| Chris Pierce | I need to update Lacerte 24. It is saying we are out of disk space  | 1:19:28 AM         |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.                             | 1:19:33 AM         |
|              | Hello Chris   | 1:19:50 AM         |
|              | I will be surely assisting you with this. Kindly help me with your server name and user name?                                   | 1:20:08 AM         |
| Chris Pierce | PFG.myrealddata.net   | 1:20:19 AM         |
|              | ChrisPierce   | 1:20:24 AM         |
| Sanyam Madan | Kindly allow me two minutes to check the same.  | 1:20:47 AM         |
|              | May I take the remote access of your server?  | 1:21:49 AM         |
|              |   |                    |

|              |   |            |
|--------------|---|------------|
| Chris Pierce | yes   | 1:22:01 AM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end.   | 1:22:13 AM |
| Chris Pierce | all done  | 1:22:38 AM |
| Sanyam Madan | Please accept the request   | 1:23:11 AM |
|              | I guess, i got kicked out, can you please accept the request again  | 1:27:12 AM |
| Chris Pierce | will you resend the request? i got kicked out too   | 1:27:36 AM |
| Sanyam Madan | yes , just sent it  | 1:27:53 AM |
|              | please accept   | 1:27:57 AM |
| Chris Pierce | i accepted  | 1:28:26 AM |
|              | i dont think we should have to pay for additional space. I was told the plan we were on was more than enough for the files that were moved over   | 1:39:37 AM |
|              | i also do not have this kind of time to waste every time our program needs updated  | 1:40:30 AM |
|              |   |            |
| Sanyam Madan | What we can do is remove any application which you do not use and also delete the user profiles of disabled users to free up space and improve system performance. (Edited)                 | 1:41:50 AM |
| Chris Pierce | There is no disabled users  | 1:42:04 AM |
|              | we use all the applications that were put on the server   | 1:42:34 AM |
| Sanyam Madan | For now, we will be adding 5 GB of additional space to the server at no extra cost. During off-peak hours, we will also perform a disk cleanup to free up and optimize the available space. | 1:44:04 AM |
| Chris Pierce | That sounds great. I appreciate your help   | 1:44:18 AM |
| Sanyam Madan | Is there anything else I may help you with ?  | 1:44:25 AM |
| Chris Pierce | will i be able to update now?   | 1:44:43 AM |
| Sanyam Madan | you can remove all the tax planners from our softwares  | 1:45:01 AM |
|              | We'll take care of the Lacerte update on the server—just let us know the version you'd like us to update.   | 1:45:52 AM |
|              | sure  | 1:45:59 AM |
| Chris Pierce | I'm not sure how much that will help  | 1:46:14 AM |
|              | but we do not use the,  | 1:46:26 AM |
|              | 2024 is the year we need updated  | 1:46:33 AM |
| Sanyam Madan | Okay Chris , noted  | 1:46:49 AM |
|              | We will perform the disk cleanup and update the application in the night hours  | 1:47:20 AM |
|              | We will then inform you over email once this is completed   | 1:47:39 AM |
| Chris Pierce | is there anyway we can have the software updated on an automatic basis?   | 1:47:59 AM |
| Sanyam Madan | Chris, updates on the server is handled by Ace  | 1:49:12 AM |
|              |   |            |

|              |   |            |
|--------------|---|------------|
|              | You can also update it on your own by having restricted admin rights  | 1:49:40 AM |
| Chris Pierce | i believe i have those rights already   | 1:49:56 AM |
| Sanyam Madan | Okay , so we can update the application in the night hours and perform disk cleanup too   | 1:50:32 AM |
| Chris Pierce | thank you   | 1:50:37 AM |
| Sanyam Madan | Is there anything else I may help you with ?  | 1:50:43 AM |
|              | Are we still connected here?  | 1:52:06 AM |
|              | Are we still connected here?  | 1:53:38 AM |
|              | Are we still connected here?  | 1:55:02 AM |
|              | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:55:08 AM |
|              | <i>Sanyam Madan has ended this chat session</i>   | 1:55:12 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jul, 5:29:14 AM

**#79000 vonda**  
**Email:** vkhacctserv@gmail.com 📞 14043743557  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 22 Secs  
**City:** ACWORTH  
**State:** Georgia  
**Country:** UNITED STATES


Chat Transcript

Chat Duration : 18 Mins 39 Secs

|       |                           |                   |
|-------|---------------------------|-------------------|
| vonda | Hello, I am your Acebuddy | 6 Jul, 5:29:15 AM |
|-------|---------------------------|-------------------|

|                 |  |            |
|-----------------|--|------------|
| Acebuddy        | Hello Vonda, I'm your Ace Buddy. I'll be happy to assist you!  | 5:29:16 AM |
|                 | Whom Would You Like to Connect With?   | 5:29:16 AM |
| vonda           | Technical Support (QB & App Hosting)   | 5:29:20 AM |
| Acebuddy        | Welcome to Ace Support.  | 5:29:20 AM |
|                 | Please chose an option :   | 5:29:20 AM |
| vonda           | Setback  | 5:29:31 AM |
| Acebuddy        | Hello Vonda, I'm your Ace Buddy. I'll be happy to assist you!  | 5:29:31 AM |
|                 | Whom Would You Like to Connect With?   | 5:29:31 AM |
| vonda           | Managed Security   | 5:29:35 AM |
| Acebuddy        | Please wait while we connect you to an available Representative.   | 5:29:35 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 5:29:35 AM |
|                 | <i>Priyanshu accepted the chat transfer request.</i>   | 5:30:49 AM |
| Priyanshu       | Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?   | 5:31:07 AM |
| vonda           | MY PASSWORD HAS STOPPED WORKING. CID74672  | 5:31:41 AM |
| Priyanshu       | Thank you for sharing your customer identification number. Please allow me minute to check upon the details on your database.  | 5:32:27 AM |
|                 | It seems that your server is being managed by different team. Please let me transfer your chat to the concerned team so that they may assist you better on this issue.   | 5:33:50 AM |
|                 | <i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>  | 5:34:09 AM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 5:34:13 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 5:34:20 AM |
|                 | Hello Vonda  | 5:34:41 AM |
| vonda           | ok. all my accessess says I have the wrong password. It was good 5 hours ago   | 5:35:07 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly allow me two minutes to check the same.   | 5:35:41 AM |
|                 | Thank you for your patience.   | 5:37:07 AM |
|                 | We see that you're already enrolled on Selfcare Portal.<br><br>To reset the password using Selfcare Portal, please follow the simple steps outlined below:<br><br><ol style="list-style-type: none"><li>1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".</li><li>2. Enter your Server Username.</li><li>3. Enter the CAPTCHA verification and Click Continue.</li><li>4. In the window that opens, Choose an authentication method from the list.</li><li>5. Enter your new password and click Reset to finish.</li></ol> | 5:37:13 AM |
| vonda           |  | 5:38:21 AM |



|  |  |            |
|--|--|------------|
|  | what is my user name?  |            |
|  | found it   | 5:38:49 AM |
| Shubham Kataria  | Here is your username - TWF_Vonda  | 5:38:51 AM |
|  | Alright  | 5:38:55 AM |
| vonda  | This is not going to help. 1. the question were not the ones I answered and when it ask for an email it is not my email  | 5:40:36 AM |
| Shubham Kataria  | Alright, I will assist you with this.  | 5:41:19 AM |
|  | May I take the remote access of your local computer?   | 5:41:23 AM |
| vonda  | sure   | 5:41:29 AM |
| Shubham Kataria  | Prior providing the access, I would suggest you to close any important documents at your end.  | 5:41:35 AM |
|  | <a href="https://assist.acecloudhosting.com/join/4372171840">https://assist.acecloudhosting.com/join/4372171840</a>  | 5:41:53 AM |
|  | Kindly paste this link in the browser of local computer and join the session.  | 5:41:57 AM |
|  | Thank you for your patience.   | 5:47:14 AM |
| vonda  | thanks again. have a good day at work  | 5:47:31 AM |
| Shubham Kataria  | As per our remote conversation your issue has been resolved  | 5:47:31 AM |
|  | Is there anything else I may help you with ?   | 5:47:33 AM |
| vonda  | no thank you   | 5:47:39 AM |
| Shubham Kataria  | You're welcome   | 5:47:42 AM |
|  | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 5:47:47 AM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 5:47:50 AM |
|  | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.<br/>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 5:47:52 AM |
|  | <i>Shubham Kataria has ended this chat session</i>   | 5:47:55 AM |
| <div></div> |  |            |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 4:29:19 AM

#79184 Santa Isabel Perez

Email: sperez@synthcube.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: KINABRANAN ZONE II

State: Negros Occidental

Country: PHILIPPINES

Chat Transcript

Chat Duration : 24 Mins 49 Secs

|                    |  |                   |
|--------------------|--|-------------------|
| Santa Isabel Perez | Hello, I am your Acebuddy  | 9 Jul, 4:29:19 AM |
| Acebuddy           | Hello Sperez, I'm your Ace Buddy. I'll be happy to assist you!   | 4:29:20 AM        |
|                    | Whom Would You Like to Connect With?   | 4:29:20 AM        |
| Santa Isabel Perez | Technical Support (QB & App Hosting)   | 4:29:26 AM        |
| Acebuddy           | Welcome to Ace Support.  | 4:29:26 AM        |
|                    | Please chose an option :   | 4:29:26 AM        |
| Santa Isabel Perez | I'd like to report an Issue  | 4:29:34 AM        |
| Acebuddy           | Please select an option!   | 4:29:34 AM        |
| Santa Isabel Perez | Password Reset   | 4:29:38 AM        |
| Acebuddy           | Please select an option below  | 4:29:39 AM        |
| Santa Isabel Perez | Not Enrolled to Selfcare Portal  | 4:29:52 AM        |
| Acebuddy           | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 4:29:52 AM        |
|                    | Do you need any further assistance on the topic?   | 4:29:52 AM        |
| Santa Isabel Perez | Yes  | 4:29:58 AM        |
| Acebuddy           | Please wait while we connect you to our Support Representative   | 4:29:58 AM        |

|                    |   |            |
|--------------------|---|------------|
|                    | <i>Acebuddy (bot) forwarded the chat request</i>  | 4:29:58 AM |
|                    | <i>Anjainay Singh accepted the chat transfer request.</i>   | 4:30:32 AM |
| Anjainay Singh     | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.   | 4:30:38 AM |
|                    | Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible. | 4:32:22 AM |
|                    | Are we still connected here?  | 4:33:43 AM |
|                    | Are we still connected here?  | 4:34:52 AM |
| Santa Isabel Perez | Yes, Thank you so much! I'll wait for your update. Let me know if there's anything I should do in the meantime.                                 | 4:35:21 AM |
|                    | Yes   | 4:35:51 AM |
| Anjainay Singh     | In order to reset the password please provide the approval from below POC.  | 4:36:46 AM |
|                    | <i>4:36:51 AM</i> Anjainay Singh is sharing a file with you<br><a href="#">image.png</a> - ( Size:14.9 KB )                                     | 4:36:51 AM |
| Santa Isabel Perez | Ms. Santa Isabel Perez sperez@synthcube.com   | 4:38:33 AM |
|                    | i am the new user and Gabriel was no longer user  | 4:40:06 AM |
| Anjainay Singh     | In order to reset password we always need an approval from registered account owner contact.  | 4:40:17 AM |
|                    | I will seek approval on your behalf from Chris to reset the password and will share it to you over an email.                                    | 4:41:07 AM |
| Santa Isabel Perez | Monika Park <mjpark@synthcube.com>  | 4:42:06 AM |
| Anjainay Singh     | Could you please clarify the above statement?   | 4:43:07 AM |
| Santa Isabel Perez | Monika Park   | 4:44:13 AM |
|                    | mjpark@synthcube.com  | 4:44:15 AM |
|                    | you can seek approval on my behalf from Monika to reset the password.   | 4:45:11 AM |
| Anjainay Singh     | We would like to inform you that for account Lysandra LLC the registered account owners are Chris and Gabriel not Monika .                      | 4:46:29 AM |
|                    | Monika is user not admin.   | 4:46:43 AM |
|                    | Are we still connected here?  | 4:46:53 AM |
| Santa Isabel Perez | Oh yes, im sorry i misunderstood  | 4:47:34 AM |
|                    | Chris is the owner  | 4:47:48 AM |
| Anjainay Singh     | No worries.   | 4:47:49 AM |
|                    | I will seek approval for you from him over an email.  | 4:48:08 AM |
|                    | I will keep your email address in Cc.   | 4:48:19 AM |
| Santa Isabel Perez | Ok thanks, i will wait for your update  | 4:48:57 AM |
| Anjainay Singh     | Is there anything else I may help you with ?  | 4:49:22 AM |

|                    |  |            |
|--------------------|--|------------|
|                    | Are we still connected here?   | 4:50:52 AM |
| Santa Isabel Perez | That’s all for now, thank you so much for your assistance  | 4:51:09 AM |
| Anjainay Singh     | Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji. | 4:53:32 AM |
|                    | I will also share the ticket id with you over the mail once this chat is disconnected.                               | 4:53:38 AM |
|                    | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 4:53:50 AM |
|                    | You may disconnect this chat.  | 4:54:04 AM |
|                    | <i>Anjainay Singh has ended this chat session</i>  | 4:54:08 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 8:14:50 PM

**#79079 Christina Sillick**  
**Email:** christina@heatkool.com ☎ 13058209000  
**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:** SPENCERPORT  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Secs

|                   |   |                   |
|-------------------|---|-------------------|
| Christina Sillick | Hello, I am your Acebuddy   | 8 Jul, 8:14:51 PM |
| Acebuddy          | Hello Christina Sillick, I'm your Ace Buddy. I'll be happy to assist you! | 8:14:51 PM        |
|                   | Whom Would You Like to Connect With?                                      | 8:14:51 PM        |
| Christina Sillick | Technical Support (QB & App Hosting)                                      | 8:14:54 PM        |
| Acebuddy          | Welcome to Ace Support.   | 8:14:55 PM        |

|                   |  |   |            |
|-------------------|--|---|------------|
|                   | 【  | 】 |            |
|                   | We are currently experiencing higher than normal contact volume related to server connectivity issues. |   | 8:14:55 PM |
|                   | Are you also experiencing issues related to server connectivity?                                       |   | 8:14:55 PM |
| Christina Sillick | Yes  |   | 8:15:04 PM |
| Acebuddy          | Please refer to our status page for further updates on the issue status.                               |   | 8:15:04 PM |
|                   | Thank you contact Ace Support. Have a wonderful day!   |   | 8:15:04 PM |
|                   | <i>Acebuddy has ended this chat session</i>  |   | 8:15:04 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 11:19:27 PM

**#79662 Mickey Lavender**  
**Email:** mickey@fmglr.com ☎ 15012584684  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** EDWARDS  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 4 Secs

|                 |   |                     |
|-----------------|---|---------------------|
| Mickey Lavender | Hello, I am your Acebuddy   | 21 Jul, 11:19:28 PM |
| Acebuddy        | Hello Mickey Lavender, I'm your Ace Buddy. I'll be happy to assist you! | 11:19:29 PM         |
|                 | Whom Would You Like to Connect With?                                    | 11:19:29 PM         |
| Mickey Lavender | Managed Security  | 11:20:03 PM         |

|                 |  |             |
|-----------------|--|-------------|
| Acebuddy        | Please wait while we connect you to an available Representative.   | 11:20:03 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 11:20:03 PM |
|                 | <i>Sushant declined the transfer request.</i>  | 11:20:08 PM |
|                 | <i>Shubham accepted the chat transfer request.</i>   | 11:20:20 PM |
| Mickey Lavender | I have a user that needs their password reset. I'm told that I can do that but don't see a way while on myportal. I see the users but no option to reset or edit?  | 11:21:09 PM |
|                 | <i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>  | 11:21:13 PM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 11:21:17 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 11:21:30 PM |
|                 | Hello Mickey   | 11:21:38 PM |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 11:21:48 PM |
| Mickey Lavender | this is the user: Turchi_FMG@myrealdata.net  | 11:22:16 PM |
| Shubham Kataria | Kindly confirm your business name or server name which is registered with ACE  | 11:22:54 PM |
| Mickey Lavender | Focus Management Group   | 11:23:07 PM |
| Shubham Kataria | Thank you for the information  | 11:23:21 PM |
|                 | May I take the remote access of your local computer and help you to reset the password.  | 11:24:18 PM |
| Mickey Lavender | sure   | 11:24:30 PM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.  | 11:24:36 PM |
| Mickey Lavender | i'm good   | 11:24:53 PM |
| Shubham Kataria | <a href="https://assist.acecloudhosting.com/join/6002793402">https://assist.acecloudhosting.com/join/6002793402</a>  | 11:25:09 PM |
|                 | Kindly paste this link in the browser of local computer and join the session.  | 11:25:12 PM |
| Mickey Lavender | you still there?   | 11:27:43 PM |
| Shubham Kataria | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 11:28:02 PM |
|                 | Thank you for your patience.   | 11:30:41 PM |
|                 | As per the remote conversation your issue has been resolved.   | 11:31:00 PM |
|                 | Is there anything else I may help you with ?   | 11:31:03 PM |
| Mickey Lavender | Thank you!   | 11:31:12 PM |
| Shubham Kataria | you're welcome   | 11:31:20 PM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 11:31:25 PM |
|                 |  |             |

|  |   |             |
|--|---|-------------|
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 11:31:28 PM |
|  | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 11:31:30 PM |

|  |  |             |
|--|--|-------------|
|  | <i>Shubham Kataria has ended this chat session</i> | 11:31:32 PM |
|--|--|-------------|



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 1:30:45 AM

**#79029 RACHAL**  
**Email:** rachal@skrconstruction.com  
**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:** 23 Secs  
**City:** GONZALES  
**State:** Louisiana  
**Country:** UNITED STATES


Chat Transcript

Chat Duration : 54 Mins 58 Secs

|          |  |                   |
|----------|--|-------------------|
| RACHAL   | Hello, I am your Acebuddy                                      | 8 Jul, 1:30:47 AM |
| Acebuddy | Hello Rachal, I'm your Ace Buddy. I'll be happy to assist you! | 1:30:47 AM        |
|          | Whom Would You Like to Connect With?                           | 1:30:47 AM        |

|                    |  |            |
|--------------------|--|------------|
| RACHAL             | Technical Support (QB & App Hosting)   | 1:31:04 AM |
| Acebuddy           | Welcome to Ace Support.  | 1:31:04 AM |
|                    | Please chose an option :   | 1:31:04 AM |
| RACHAL             | I'd like to report an Issue  | 1:31:43 AM |
| Acebuddy           | Please select an option!   | 1:31:43 AM |
| RACHAL             | Other Issue  | 1:31:48 AM |
| Acebuddy           | Please specify the issue you are facing before I connect you to an available support representative!   | 1:31:48 AM |
| RACHAL             | printing from quickbooks   | 1:32:01 AM |
| Acebuddy           | Please wait while we connect you to a Support Representative   | 1:32:01 AM |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:32:01 AM |
|                    | <i>Sujeet Kumar Suman accepted the chat transfer request.</i>  | 1:32:21 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.  | 1:32:30 AM |
| RACHAL             | hi   | 1:32:57 AM |
| Sujeet Kumar Suman | Hello Rachal   | 1:33:18 AM |
| RACHAL             | For some reason my printer is not working if i try to print from quickbooks desktop  | 1:33:21 AM |
|                    | It works printing form other software on my pc   | 1:33:38 AM |
| Sujeet Kumar Suman | Sure, I can help with that. Let me look into it for you.   | 1:34:18 AM |
|                    | May I take the remote access of your local computer?   | 1:34:45 AM |
| RACHAL             | yes  | 1:34:52 AM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern.  | 1:35:05 AM |
|                    | Kindly paste this link in the browser of local computer and join the session.<br><a href="https://assist.acecloudhosting.com/join/3772668288">https://assist.acecloudhosting.com/join/3772668288</a>   | 1:35:24 AM |
|                    | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:37:50 AM |
|                    | Hi Rachal  | 1:55:07 AM |
|                    | Thank you for your patience.   | 1:55:15 AM |
| RACHAL             | hi   | 1:55:19 AM |
| Sujeet Kumar Suman | As per discussion over the remote session, The issue is resolved.  | 1:55:36 AM |
|                    | Is there anything else I may help you with ?   | 1:55:45 AM |
|                    | Are we still connected here?   | 1:57:19 AM |
|                    | Are we still connected here?   | 2:01:02 AM |
|                    |  |            |



|  |   |            |
|--|---|------------|
|  | Are we still connected here?  | 2:25:33 AM |
|  | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 2:25:43 AM |
|  | <i>Sujeet Kumar Suman has ended this chat session</i>   | 2:25:45 AM |
| <div></div> |   |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 6:42:19 PM

**#79249 jeff pasternack**  
**Email:** jeff@taxbypa.com 📞 15612352829  
**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:** BOYNTON BEACH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 52 Secs

|                 |   |                    |
|-----------------|---|--------------------|
| jeff pasternack | Hello, I am your Acebuddy   | 10 Jul, 6:42:20 PM |
| Acebuddy        | Hello Jeff Pasternack, I'm your Ace Buddy. I'll be happy to assist you! | 6:42:21 PM         |
|                 | Whom Would You Like to Connect With?                                    | 6:42:21 PM         |
| jeff pasternack | Technical Support (QB & App Hosting)                                    | 6:42:29 PM         |
| Acebuddy        | Welcome to Ace Support.   | 6:42:29 PM         |
|                 | Please chose an option :  | 6:42:29 PM         |
| jeff pasternack | I'd like to raise a Request   | 6:42:46 PM         |
| Acebuddy        | Please select your request type.  | 6:42:46 PM         |
| jeff pasternack | Other Request   | 6:43:02 PM         |

|                 |  |            |
|-----------------|--|------------|
| Acebuddy        | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 6:43:02 PM |
|                 | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 6:43:02 PM |
| jeff pasternack | No, That'll be all!  | 6:43:12 PM |
| Acebuddy        | Thank you for contacting Ace Support, Have a nice day!   | 6:43:12 PM |
|                 | <i>Acebuddy has ended this chat session</i>  | 6:43:12 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 7:59:08 PM

**#79067 eric.simon**  
**Email:** eric.simon@cosmobiousa.com 📞 17604314600  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** CARLSBAD  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 18 Secs

|            |  |                   |
|------------|--|-------------------|
| eric.simon | Hello, I am your Acebuddy  | 8 Jul, 7:59:09 PM |
| Acebuddy   | Hello Eric.simon, I'm your Ace Buddy. I'll be happy to assist you! | 7:59:10 PM        |
|            | Whom Would You Like to Connect With?                               | 7:59:10 PM        |
| eric.simon | Technical Support (QB & App Hosting)                               | 7:59:15 PM        |
| Acebuddy   | Welcome to Ace Support.  | 7:59:15 PM        |
|            | Please chose an option :   | 7:59:15 PM        |
|            |  |                   |

|                 |  |            |
|-----------------|--|------------|
| eric.simon      | I'd like to report an Issue  | 7:59:25 PM |
| Acebuddy        | Please select an option!   | 7:59:25 PM |
| eric.simon      | Other Issue  | 7:59:29 PM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 7:59:29 PM |
| eric.simon      | We are unable to log into the cloud host. We get a popup message saying "This action requires MFA verification, ensure the identity verification server is reachable"  | 8:00:19 PM |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 8:00:19 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 8:00:19 PM |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>   | 8:00:45 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.   | 8:00:53 PM |
| eric.simon      | Hello  | 8:01:06 PM |
| Ashutosh Mishra | Hello Eric   | 8:01:28 PM |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 8:01:32 PM |
| eric.simon      | CosmoBioUSA.myrealdata.net   | 8:02:18 PM |
|                 | CBUS_Eric  | 8:02:25 PM |
| Ashutosh Mishra | Thanks for the confirmation !  | 8:03:05 PM |
|                 | There is currently a technical outage.   | 8:04:08 PM |
|                 | I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.  | 8:04:15 PM |
| eric.simon      | ok, any idea on when it will be back to normal?  | 8:04:34 PM |
| Ashutosh Mishra | Rest assured we are actively working on this, we will respond to you within an hour.   | 8:04:58 PM |
| eric.simon      | ok, thank you  | 8:05:05 PM |
| Ashutosh Mishra | Thank you for your patience.   | 8:05:18 PM |
|                 | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 8:05:24 PM |
|                 | <i>Ashutosh Mishra has ended this chat session</i>   | 8:05:28 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 2:34:07 AM

**#79434 linda**  
**Email:** linda@nracpa.com  
**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:** 16 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 4 Secs

|          |  |                    |
|----------|--|--------------------|
| linda    | Hello, I am your Acebuddy  | 15 Jul, 2:34:08 AM |
| Acebuddy | Hello Linda Chance, I'm your Ace Buddy. I'll be happy to assist you!                                 | 2:34:08 AM         |
|          | Whom Would You Like to Connect With?   | 2:34:08 AM         |
| linda    | Technical Support (QB & App Hosting)   | 2:34:13 AM         |
| Acebuddy | Welcome to Ace Support.  | 2:34:13 AM         |
|          | Please chose an option :   | 2:34:13 AM         |
| linda    | I'd like to report an Issue  | 2:34:21 AM         |
| Acebuddy | Please select an option!   | 2:34:21 AM         |
| linda    | Other Issue  | 2:34:26 AM         |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:34:26 AM         |
| linda    | I don't see any local printers or my printers at the office  | 2:34:47 AM         |
| Acebuddy | Please wait while we connect you to a Support Representative   | 2:34:47 AM         |
|          | Acebuddy (bot) forwarded the chat request  | 2:34:47 AM         |

|                    |   |            |
|--------------------|---|------------|
|                    | <i>Gaurav Kumar declined the transfer request.</i>  | 2:35:26 AM |
|                    | <i>Sujeet Kumar Suman accepted the chat transfer request.</i>   | 2:35:46 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.   | 2:35:55 AM |
|                    | Hello Linda   | 2:36:08 AM |
| linda              | Hello   | 2:36:14 AM |
|                    | We got new RDP's today and i don't see my local printer when working from home nor do i see the printer at the office   | 2:36:44 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you.   | 2:37:02 AM |
| linda              | Also would like to have the RDP stay active longer when i am not using.   | 2:37:06 AM |
| Sujeet Kumar Suman | May I take the remote access of your local computer?  | 2:37:07 AM |
| linda              | yes   | 2:37:13 AM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern.   | 2:37:20 AM |
|                    | Kindly paste this link in the browser of local computer and join the session.<br><a href="https://assist.acecloudhosting.com/join/8502709622">https://assist.acecloudhosting.com/join/8502709622</a>  | 2:37:40 AM |
|                    | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.  | 2:41:31 AM |
|                    | Thank you for your patience.  | 2:48:07 AM |
|                    | I am going to share a new link with you. Kindly open it on your local laptop.   | 2:49:09 AM |
|                    | <a href="https://assist.acecloudhosting.com/join/8472494217">https://assist.acecloudhosting.com/join/8472494217</a>   | 2:49:27 AM |
|                    | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.  | 2:52:55 AM |
|                    | Hello Linda.  | 3:12:00 AM |
|                    | Thank you for your patience.  | 3:12:11 AM |
|                    | As checked, we found that the test page was successfully printed using your local printer. However, the office printer is not set up on your local computer.<br>We recommend that you connect with your local IT team to complete the office printer setup on your system.<br>Regarding the timeout, it is currently set to 1 day .<br>We also suggest that you ask your local IT team to remove any unnecessary printers from your local computer and keep only the one you intend to use—either locally or through the server. (Edited) | 3:15:04 AM |
|                    | Is there anything else I may help you with ?  | 3:15:44 AM |
|                    | Are we still connected here?  | 3:17:08 AM |
|                    | Are we still connected here?  | 3:19:35 AM |
|                    | Are we still connected here?  | 3:21:05 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 7:56:37 PM

**#79995 Denise Baxley**  
**Email:** denise@thesouthernway.com 📞 18037831061  
**Department:** Support(QB & App Hosting)  
**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** COLUMBIA  
**State:** South Carolina  
**Country:** UNITED STATES


Chat Transcript

Chat Duration : 10 Mins 12 Secs

|               |   |                    |
|---------------|---|--------------------|
| Denise Baxley | Hello, I am your Acebuddy   | 31 Jul, 7:56:38 PM |
| Acebuddy      | Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you! | 7:56:39 PM         |
|               | Whom Would You Like to Connect With?                                  | 7:56:39 PM         |
| Denise Baxley | Technical Support (QB & App Hosting)                                  | 7:56:42 PM         |
| Acebuddy      | Welcome to Ace Support.   | 7:56:43 PM         |
|               | Please chose an option :  | 7:56:43 PM         |
| Denise Baxley | I'd like to report an Issue   | 7:56:49 PM         |
| Acebuddy      | Please select an option!  | 7:56:49 PM         |
| Denise Baxley | QuickBooks Issue  | 7:56:55 PM         |
| Acebuddy      | What type of QuickBooks Issue are you facing?                         | 7:56:55 PM         |
| Denise Baxley |   |                    |

|                    |  |            |
|--------------------|--|------------|
|                    | Other QB related issue   | 7:57:00 PM |
| Acebuddy           | Please specify the issue you are facing before I connect you to an available support representative!   | 7:57:00 PM |
| Denise Baxley      | I was having an issue, and support had us all log out of QuickBooks and were going to do an update. They said it would take about 25 minutes and I would get an email when done. It's been an hour. I have not received an email.  | 7:58:02 PM |
| Acebuddy           | Please wait while we connect you to a Support Representative   | 7:58:02 PM |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   | 7:58:02 PM |
|                    | <i>Sujeet Kumar Suman accepted the chat transfer request.</i>  | 7:58:21 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.  | 7:58:28 PM |
|                    | Hello Denise   | 7:58:33 PM |
|                    | How are you doing today?   | 7:58:49 PM |
| Denise Baxley      | Fine   | 7:58:54 PM |
| Sujeet Kumar Suman | Kindly help me with your server name and user name?  | 7:59:14 PM |
| Denise Baxley      | SouthernWay  | 7:59:41 PM |
|                    | DeniseB  | 7:59:45 PM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same.   | 8:00:00 PM |
|                    | As checked, you had previously connected with us regarding the same issue.   | 8:01:30 PM |
|                    | Apologies for the inconvenience caused.<br>We would like to inform you that multiple users have reported a similar issue with QuickBooks sign-in. We are currently coordinating with Intuit Support to investigate and resolve the matter. We will keep you updated and share further information as soon as we receive it. Thank you for your patience and understanding. | 8:01:54 PM |
|                    | We have already sent you an email regarding the same.  | 8:02:43 PM |
| Denise Baxley      | So has our quickbooks been updated and we can login now?   | 8:02:47 PM |
|                    | I just received the email now.   | 8:03:35 PM |
|                    | But it does not say the quickbooks update has been complete  | 8:03:47 PM |
| Sujeet Kumar Suman | Sorry, but this is an outage with the QuickBooks application. We have already connected with Intuit regarding the issue. Once we receive an update, we will inform you via email.  | 8:04:04 PM |
| Denise Baxley      | It says an updated has been initiated.   | 8:04:13 PM |
|                    | So has our quickbooks been updated ?   | 8:04:21 PM |
|                    | Can we login now?  | 8:04:24 PM |
|                    | I realize you are saying the intuit sign is a QBooks issue, but they were going to do an updated to our quickbooks   | 8:04:48 PM |
| Sujeet Kumar Suman | Please try to log in   | 8:04:55 PM |
|                    |  |            |



|   |  |            |
|---|--|------------|
|   | Thanks for the confirmation !  | 8:05:52 PM |
| Denise Baxley   | Ok, I just logged in. So I guess the update has been completed   | 8:05:55 PM |
| Sujeet Kumar Suman  | Yes.   | 8:06:04 PM |
|   | Is there anything else I may help you with ?   | 8:06:08 PM |
| Denise Baxley   | No, that is all. Thank you   | 8:06:17 PM |
| Sujeet Kumar Suman  | Thanks for the confirmation !  | 8:06:23 PM |
|   | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 8:06:31 PM |
|   | <i>Sujeet Kumar Suman has ended this chat session</i>  | 8:06:50 PM |
|  |  |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78833 mcox

Email: mcox@turnriver.com

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: 31 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

1 Jul, 1:57:37 AM

|                      |  |                   |
|----------------------|--|-------------------|
| mcox                 | Hello, I am your Acebuddy  | 1 Jul, 1:57:38 AM |
| Acebuddy             | Hello Mcox, I'm your Ace Buddy. I'll be happy to assist you!   | 1:57:38 AM        |
|                      | Whom Would You Like to Connect With?   | 1:57:38 AM        |
| mcox                 | Technical Support (QB & App Hosting)   | 1:57:44 AM        |
| Acebuddy             | Welcome to Ace Support.  | 1:57:44 AM        |
|                      | Please chose an option :   | 1:57:44 AM        |
| mcox                 | I'd like to raise a Request  | 1:57:50 AM        |
| Acebuddy             | Please select your request type.   | 1:57:50 AM        |
| mcox                 | Other Request  | 1:58:00 AM        |
| Acebuddy             | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.             | 1:58:00 AM        |
|                      | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 1:58:00 AM        |
| mcox                 | Restart  | 1:58:09 AM        |
| Acebuddy             | Hello Mcox, I'm your Ace Buddy. I'll be happy to assist you!   | 1:58:09 AM        |
|                      | Whom Would You Like to Connect With?   | 1:58:09 AM        |
| mcox                 | Technical Support (QB & App Hosting)   | 1:58:15 AM        |
| Acebuddy             | Welcome to Ace Support.  | 1:58:15 AM        |
|                      | Please chose an option :   | 1:58:15 AM        |
| mcox                 | I'd like to report an Issue  | 1:58:21 AM        |
| Acebuddy             | Please select an option!   | 1:58:21 AM        |
| mcox                 | Other Issue  | 1:58:26 AM        |
| Acebuddy             | Please specify the issue you are facing before I connect you to an available support representative!   | 1:58:26 AM        |
| mcox                 | Hello - I need some help with server screen size. I've followed the instructions on the remote desktop connection (uncheck the use all my monitors) but that isn't helping | 1:59:08 AM        |
| Acebuddy             | Please wait while we connect you to a Support Representative   | 1:59:09 AM        |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:59:09 AM        |
|                      | <i>Anjainay Singh accepted the chat transfer request.</i>  | 2:00:57 AM        |
|                      | <i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>  | 2:01:08 AM        |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>  | 2:01:13 AM        |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.  | 2:01:21 AM        |

|                         |  |            |
|-------------------------|--|------------|
| mcox                    | Thank you  | 2:01:30 AM |
| Abhay Kumar<br>Saraswat | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 2:02:17 AM |
| mcox                    | margo.c@myrealdata.net   | 2:02:44 AM |
| Abhay Kumar<br>Saraswat | Thanks for the confirmation !  | 2:03:21 AM |
|                         | Is this for account: <b>Turn River Management LP</b> ?   | 2:03:39 AM |
| mcox                    | yes  | 2:04:01 AM |
| Abhay Kumar<br>Saraswat | Could you please explain what exactly you are facing with server screen size?  | 2:05:13 AM |
| mcox                    | yeah so the RDS takes up all my monitors and I can't really function with that. I've tried adjusting the settings within the windows "Remote Desktop Connection" module but that didn't change anything.   | 2:06:03 AM |
| Abhay Kumar<br>Saraswat | No worries.  | 2:06:13 AM |
|                         | I will be surely help you in this.   | 2:06:31 AM |
|                         | May I take the remote access of your local computer?   | 2:06:34 AM |
| mcox                    | yes  | 2:06:52 AM |
| Abhay Kumar<br>Saraswat | Prior providing the access, I would suggest you to close any important documents at your end.  | 2:06:57 AM |
|                         | <a href="https://assist.acecloudhosting.com/join/7912746996">https://assist.acecloudhosting.com/join/7912746996</a>  | 2:07:33 AM |
|                         | Kindly paste this link in the browser of local computer and join the session.  | 2:07:38 AM |
| mcox                    | Ok working on it   | 2:09:49 AM |
| Abhay Kumar<br>Saraswat | Okay.  | 2:10:12 AM |
|                         | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 2:10:25 AM |
|                         | Is there anything else I may help you with ?   | 2:20:26 AM |
|                         | Are we still connected here?   | 2:21:26 AM |
|                         | Are we still connected here?   | 2:22:23 AM |
|                         | Are we still connected here?   | 2:23:36 AM |
|                         | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.  | 2:24:29 AM |
|                         | <i>Abhay Kumar Saraswat has ended this chat session</i>  | 2:24:32 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 10:59:12 PM

**#78968 Omar Torres**  
**Email:** omar@sanjoseproduce.com 📞 9565339468  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 14 Secs

|             |  |                    |
|-------------|--|--------------------|
| Omar Torres | Hello, I am your Acebuddy  | 3 Jul, 10:59:13 PM |
| Acebuddy    | Hello Jullius Omar Torres Guerra, I'm your Ace Buddy. I'll be happy to assist you!                                     | 10:59:14 PM        |
|             | Whom Would You Like to Connect With?   | 10:59:14 PM        |
| Omar Torres | Technical Support (QB & App Hosting)   | 11:00:04 PM        |
| Acebuddy    | Welcome to Ace Support.  | 11:00:04 PM        |
|             | Please chose an option :   | 11:00:04 PM        |
| Omar Torres | I'd like to report an Issue  | 11:00:16 PM        |
| Acebuddy    | Please select an option!   | 11:00:16 PM        |
| Omar Torres | Other Issue  | 11:00:22 PM        |
| Acebuddy    | Please specify the issue you are facing before I connect you to an available support representative!                   | 11:00:22 PM        |
| Omar Torres | I want to install the Microsoft Remote Desktop system on a new MAC computer and I want to know how to download the app | 11:01:58 PM        |
| Acebuddy    | Please wait while we connect you to a Support Representative   | 11:01:59 PM        |
|             | <i>Acebuddy (bot) forwarded the chat request</i>   | 11:01:59 PM        |
|             | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>  | 11:02:08 PM        |
| Abhay Kumar | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you                   |                    |

|                      |  |             |
|----------------------|--|-------------|
| Saraswat             | today.   | 11:02:15 PM |
| Omar Torres          | hi   | 11:02:38 PM |
| Abhay Kumar Saraswat | Hello, how are you doing today?  | 11:03:04 PM |
|                      | Could you please confirm me you account name and username?   | 11:05:08 PM |
| Omar Torres          | Friendly name OmarT.Q11  | 11:07:44 PM |
|                      | User Account Jullius   | 11:07:58 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation !  | 11:08:25 PM |
|                      | Kindly allow me two minutes to check the same.   | 11:08:33 PM |
|                      | Thank you for your patience. (Edited)  | 11:11:11 PM |
|                      | As I checked, I found that your username has been changed.   | 11:12:32 PM |
|                      | Because the server has been migrated to the other server, so your current username is :<br><b>OmarT.NENT1</b>  | 11:12:41 PM |
|                      | Is this the account name: <b>San Jose Tropical Fruits LLC</b> , right?   | 11:13:10 PM |
| Omar Torres          | right  | 11:13:24 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation !  | 11:14:36 PM |
|                      | May I take the remote access of your local computer, so I could assist you to create a RDP setup on your MAC?  | 11:15:02 PM |
| Omar Torres          | yes please   | 11:15:12 PM |
| Abhay Kumar Saraswat | This message has been deleted  | 11:15:43 PM |
|                      | Prior providing the access, I would suggest you to close any important documents at your end.  | 11:15:58 PM |
|                      | <a href="https://assist.acecloudhosting.com/join/1872273065">https://assist.acecloudhosting.com/join/1872273065</a>  | 11:16:23 PM |
|                      | Kindly paste this link in the browser of local computer and join the session.  | 11:16:30 PM |
|                      | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 11:18:21 PM |
|                      | Could you please enter your password there?  | 11:20:51 PM |
|                      | I think you are connected now.   | 11:24:00 PM |
| Omar Torres          | thanks   | 11:26:29 PM |
| Abhay Kumar Saraswat | Thank you for your patience.   | 11:26:31 PM |
|                      | You're welcome.  | 11:26:40 PM |
|                      | Is there anything else I may help you with ?   | 11:26:44 PM |
|                      | Are we still connected here?   | 11:27:37 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 7:53:23 PM

**#79796 Candy Sakarapanee**  
**Email:** finance@tnwf.org 📞 6154568021  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** MOUNT JULIET  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 29 Secs

|                   |  |                    |
|-------------------|--|--------------------|
| Candy Sakarapanee | Hello, I am your Acebuddy  | 25 Jul, 7:53:24 PM |
| Acebuddy          | Hello Candy Sakarapanee, I'm your Ace Buddy. I'll be happy to assist you!                            | 7:53:25 PM         |
|                   | Whom Would You Like to Connect With?   | 7:53:25 PM         |
| Candy Sakarapanee | Technical Support (QB & App Hosting)   | 7:53:32 PM         |
| Acebuddy          | Welcome to Ace Support.  | 7:53:32 PM         |
|                   | Please chose an option :   | 7:53:32 PM         |
| Candy Sakarapanee | I'd like to report an Issue  | 7:53:50 PM         |
| Acebuddy          | Please select an option!   | 7:53:50 PM         |
| Candy Sakarapanee | Other Issue  | 7:53:54 PM         |
| Acebuddy          | Please specify the issue you are facing before I connect you to an available support representative! | 7:53:54 PM         |
| Candy Sakarapanee |  |                    |



|                   |   |            |
|-------------------|---|------------|
|                   | out of space  | 7:54:07 PM |
| Acebuddy          | Please wait while we connect you to a Support Representative  | 7:54:08 PM |
|                   | <i>Acebuddy (bot) forwarded the chat request</i>  | 7:54:08 PM |
|                   | <i>Manish Singh accepted the chat transfer request.</i>   | 7:54:28 PM |
| Manish Singh      | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.   | 7:54:32 PM |
| Candy Sakarapanee | Thank you   | 7:54:41 PM |
|                   | myrealdata\JanetHe  | 7:55:09 PM |
|                   | Temporary files are taking up excessive memory and creating functionality issues with our login. Will you please delete all temporary files to restore adequate space?  | 7:55:53 PM |
| Manish Singh      | Is the user disabled?   | 7:56:21 PM |
|                   | Candy   | 7:56:32 PM |
| Candy Sakarapanee | Our office is closed and no one should access the remote login until Monday, 7/28, around 7am CST. If this could be completed before then, we would be very grateful.   | 7:56:36 PM |
|                   | It is not fully disabled but says it doesn't have space to create print jobs  | 7:57:11 PM |
| Manish Singh      | As I can check user Janet is still active and they are the only one who can delete the files as we do not know what necessary file and folders they need to keep or to be deleted.  | 7:57:57 PM |
| Candy Sakarapanee | I am "Janet" and logged off before starting this chat. She was my predecessor   | 7:58:48 PM |
| Manish Singh      | Can you login over the server once so that we can assist you over the remote session  | 7:59:08 PM |
| Candy Sakarapanee | I have logged in  | 7:59:32 PM |
| Manish Singh      | May I take the remote access of your server?  | 7:59:41 PM |
|                   | Prior providing the access, I would suggest you to close any important documents at your end.   | 7:59:44 PM |
| Candy Sakarapanee | Everything is closed, thank you   | 7:59:57 PM |
| Manish Singh      | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.    | 8:00:12 PM |
|                   | Kindly check what you have to remove from this profile.   | 8:00:47 PM |
|                   | Is there anything else I may help you with ?  | 8:14:38 PM |
| Candy Sakarapanee | Thank you for your help   | 8:14:40 PM |
| Manish Singh      | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.   | 8:14:43 PM |
|                   | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 8:14:48 PM |
|                   | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  |            |
|                   | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . |            |



Thanks!


8:14:51 PM

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

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

Manish Singh has ended this chat session

8:14:53 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 9:28:58 PM

#79732 Rhonda Stallings

Email: rs@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 4 Secs

|                  |  |                    |
|------------------|--|--------------------|
| Rhonda Stallings | Hello, I am your Acebuddy                                  | 23 Jul, 9:28:58 PM |
| Acebuddy         | Hello Rs, I'm your Ace Buddy. I'll be happy to assist you! | 9:28:59 PM         |
|                  | Whom Would You Like to Connect With?                       | 9:28:59 PM         |
| Rhonda Stallings | Technical Support (QB & App Hosting)                       | 9:29:14 PM         |
| Acebuddy         | Welcome to Ace Support.                                    | 9:29:14 PM         |
|                  | Please chose an option :                                   | 9:29:14 PM         |
| Rhonda Stallings | I'd like to report an Issue                                | 9:29:20 PM         |

|                  |   |            |
|------------------|---|------------|
| Acebuddy         | Please select an option!  | 9:29:21 PM |
| Rhonda Stallings | QuickBooks Issue  | 9:29:26 PM |
| Acebuddy         | What type of QuickBooks Issue are you facing?   | 9:29:26 PM |
| Rhonda Stallings | Other QB related issue  | 9:29:31 PM |
| Acebuddy         | Please specify the issue you are facing before I connect you to an available support representative!  | 9:29:31 PM |
| Rhonda Stallings | request time extension on Ace/QB  | 9:30:10 PM |
| Acebuddy         | Please wait while we connect you to a Support Representative  | 9:30:11 PM |
|                  | <i>Acebuddy (bot) forwarded the chat request</i>  | 9:30:11 PM |
|                  | <i>Anurag Sharma accepted the chat transfer request.</i>  | 9:31:16 PM |
| Anurag Sharma    | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.  | 9:31:18 PM |
|                  | Hello RS  | 9:31:23 PM |
| Rhonda Stallings | See question above  | 9:32:24 PM |
| Anurag Sharma    | Could you please elaborate your request?  | 9:33:20 PM |
| Rhonda Stallings | When I get on Ace/QB if i go to another project it comes down and I have to reenter password to get back on.                                  | 9:34:45 PM |
| Anurag Sharma    | Okay  | 9:35:49 PM |
|                  | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 9:35:52 PM |
| Rhonda Stallings | Myrealdad   | 9:36:36 PM |
|                  | Rhonda  | 9:36:44 PM |
| Anurag Sharma    | Thanks for the confirmation !   | 9:37:10 PM |
|                  | As I can understand you are requesting server session time limit extension. Is it correct?  | 9:39:12 PM |
| Rhonda Stallings | Yes   | 9:39:50 PM |
| Anurag Sharma    | Thanks for the confirmation !   | 9:40:02 PM |
|                  | Rhonda, after this chat. I will send you an email, please ask the primary contact to revert back to that email with an approval for the same. | 9:40:37 PM |
| Rhonda Stallings | Okay  | 9:40:53 PM |
| Anurag Sharma    | Once we will get the approval, we will make the requested changed on the server.  | 9:40:59 PM |
|                  | Is there anything else I may help you with ?  | 9:41:04 PM |
| Rhonda Stallings | No  | 9:41:12 PM |
| Anurag Sharma    | Thanks for the confirmation !   | 9:41:54 PM |
|                  | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.                                | 9:41:57 PM |
|                  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 9:41:59 PM |
|                  |   |            |

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

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

Thanks!

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

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

9:42:01 PM

Anurag Sharma has ended this chat session

9:42:03 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 10:45:10 PM

#78869 scot

**Email:** [scot@jgmorrisjr.com](mailto:scot@jgmorrisjr.com) 📞 17343627600

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** ANN ARBOR

**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 13 Secs

|          |  |                    |
|----------|--|--------------------|
| scot     | Hello, I am your Acebuddy  | 1 Jul, 10:45:12 PM |
| Acebuddy | Hello Scot Brand, I'm your Ace Buddy. I'll be happy to assist you! | 10:45:13 PM        |
|          | Whom Would You Like to Connect With?                               | 10:45:13 PM        |
| scot     | Technical Support (QB & App Hosting)                               | 10:45:20 PM        |

|          |   |             |
|----------|---|-------------|
| Acebuddy | Welcome to Ace Support.   | 10:45:20 PM |
|          | Please chose an option :  | 10:45:20 PM |
| scot     | Setback   | 10:45:28 PM |
| Acebuddy | Hello Scot Brand, I'm your Ace Buddy. I'll be happy to assist you!  | 10:45:28 PM |
|          | Whom Would You Like to Connect With?  | 10:45:28 PM |
| scot     | Managed Security  | 10:45:37 PM |
| Acebuddy | Please wait while we connect you to an available Representative.  | 10:45:37 PM |
|          | <i>Acebuddy (bot) forwarded the chat request</i>  | 10:45:37 PM |
|          | <i>Pradeep Kumar accepted the chat transfer request.</i>  | 10:45:46 PM |
|          | <i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>   | 10:45:59 PM |
|          | <i>Yash Ahi accepted the chat transfer request.</i>   | 10:46:11 PM |
| Yash Ahi | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.   | 10:46:18 PM |
| scot     | Hey Yash, we are getting an SQL exception when I try to log into our sage program hosted on your server.                                | 10:46:28 PM |
| Yash Ahi | Hi Scot. How are you doing today?   | 10:46:29 PM |
| scot     | I am well   | 10:46:34 PM |
|          | Let me screen shot what is happening  | 10:46:42 PM |
| Yash Ahi | Alright, I will surely help you with this issue. Yes, please share the screenshot.  | 10:46:56 PM |
|          | Could you please help me with your server name or business name as well?  | 10:47:04 PM |
| scot     | <i>10:47:52 PM</i> scot is sharing a file with you<br><a href="#">Capture.PNG</a> - ( Size:63.85 KB )                                   | 10:47:52 PM |
|          | JG Morris JR  | 10:47:55 PM |
|          | JGMorrisjr.myrealdata   | 10:48:14 PM |
| Yash Ahi | Thankyou for the information.   | 10:48:36 PM |
|          | Kindly allow me two minutes to check the same.  | 10:48:38 PM |
| scot     | Thanks, also when i try to log into another program with that one it tells me i need to download some sql thing but cant till i restart | 10:49:04 PM |
| Yash Ahi | Alright, let me check that.   | 10:49:23 PM |
| scot     | if you need to log in and see what i am doing that is cool  | 10:49:41 PM |
| Yash Ahi | Yes, please allow me two minutes, let me few things first at the server end.  | 10:50:05 PM |
| scot     | thanks  | 10:50:30 PM |
| Yash Ahi | May I take the remote access of your server Scot?   | 10:53:04 PM |
| scot     | yes   | 10:53:09 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 1:55:21 AM

#79033 Joan Hail

Email: joanie@kr-cpa.com ☎ 9132203414

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: BELTON

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 42 Secs

|           |   |                   |
|-----------|---|-------------------|
| Joan Hail | Hello, I am your Acebuddy   | 8 Jul, 1:55:22 AM |
| Acebuddy  | Hello Joan Hail, I'm your Ace Buddy. I'll be happy to assist you!                                 | 1:55:22 AM        |
|           | Whom Would You Like to Connect With?  | 1:55:22 AM        |
| Joan Hail | Technical Support (QB & App Hosting)  | 1:55:35 AM        |
| Acebuddy  | Welcome to Ace Support.   | 1:55:35 AM        |
|           | Please chose an option :  | 1:55:35 AM        |
| Joan Hail | I'd like to report an Issue   | 1:55:41 AM        |
| Acebuddy  | Please select an option!  | 1:55:41 AM        |
| Joan Hail | QuickBooks Issue  | 1:55:44 AM        |
| Acebuddy  | What type of QuickBooks Issue are you facing?   | 1:55:44 AM        |
| Joan Hail | QuickBooks is Frozen  | 1:56:02 AM        |
| Acebuddy  | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks                  | 1:56:02 AM        |
|           | Was that helpful?   | 1:56:02 AM        |
| Joan Hail | No  | 1:58:06 AM        |
| Acebuddy  | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 1:58:06 AM        |



|                 |  |            |
|-----------------|--|------------|
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:58:06 AM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 1:58:12 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 1:58:19 AM |
|                 | Hello Joan   | 1:58:23 AM |
|                 | How may I assist you today?  | 1:59:53 AM |
| Joan Hail       | HI now having issues with quickbooks freezing and not responding   | 2:00:02 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 2:00:16 AM |
| Joan Hail       | I tried using the unfreeze quickbooks linke but not working either   | 2:00:27 AM |
|                 | QbnxtPro1  | 2:00:46 AM |
| Shubham Kataria | Alright, have you used the QB reset icon to unfreeze which is placed on your server's task bar?  | 2:01:07 AM |
| Joan Hail       | I tried but now the message is stuck open on my screen   | 2:01:30 AM |
|                 | and none of the links to QBs on my desktop will open Qbs   | 2:01:48 AM |
| Shubham Kataria | Alright, let me unfreeze it from my end.   | 2:01:56 AM |
| Joan Hail       | i got rid of the message on the screen   | 2:02:20 AM |
| Shubham Kataria | Kindly check now. There were two stuck QuickBooks sessions, which caused the application to freeze. I have cleared the sessions from my end, and QuickBooks should be working now. (Edited)  | 2:03:37 AM |
| Joan Hail       | why wont the shortcuts on the desktop open QBs?  | 2:04:04 AM |
| Shubham Kataria | This thing I need to check after taking the remote session.  | 2:04:24 AM |
|                 | May I take the remote access of your server?   | 2:04:27 AM |
| Joan Hail       | sure   | 2:04:33 AM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.  | 2:04:47 AM |
| Joan Hail       | done   | 2:04:58 AM |
| Shubham Kataria | Thank you,   | 2:05:13 AM |
|                 | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 2:05:17 AM |
|                 | Thank you for your patience.   | 2:08:28 AM |
|                 | Our remote session disconnected and we're currently unable to reconnect. Kindly log off and log back into the server to restore the session.   | 2:09:23 AM |
|                 | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 2:13:32 AM |
|                 | As per our remote conversation we are rebooting the server to resolve this QB launching issue.   | 2:15:03 AM |
|                 | I will inform you here once the server up and running.   | 2:15:18 AM |



|                 |  |            |
|-----------------|--|------------|
| Joan Hail       | okay. I will wait right here   | 2:15:26 AM |
| Shubham Kataria | Thank you for your patience.   | 2:15:41 AM |
|                 | Please log onto the server now and try to access QB.   | 2:18:42 AM |
| Joan Hail       | Looks like we are up and running again   | 2:21:00 AM |
| Shubham Kataria | Great, Happy to see you’ve logged back in.   | 2:21:32 AM |
|                 | Is there anything else I may help you with ?   | 2:21:36 AM |
| Joan Hail       | not right now., thanks   | 2:21:50 AM |
| Shubham Kataria | You're welcome   | 2:21:54 AM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 2:21:57 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 2:22:00 AM |
|                 | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 2:22:03 AM |

*Shubham Kataria has ended this chat session*

2:22:05 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78866 Alyssa Jaeger

Email: alyssa@hoddertax.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

1 Jul, 9:19:59 PM

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** CASPER  
**State:** Wyoming  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 40 Secs

|                 |  |                   |
|-----------------|--|-------------------|
| Alyssa Jaeger   | Hello, I am your Acebuddy  | 1 Jul, 9:20:00 PM |
| Acebuddy        | Hello Alyssa Jaeger, I'm your Ace Buddy. I'll be happy to assist you!  | 9:20:01 PM        |
|                 | Whom Would You Like to Connect With?   | 9:20:01 PM        |
| Alyssa Jaeger   | Technical Support (QB & App Hosting)   | 9:20:13 PM        |
| Acebuddy        | Welcome to Ace Support.  | 9:20:14 PM        |
|                 | Please chose an option :   | 9:20:14 PM        |
| Alyssa Jaeger   | I'd like to report an Issue  | 9:20:19 PM        |
| Acebuddy        | Please select an option!   | 9:20:19 PM        |
| Alyssa Jaeger   | Other Issue  | 9:20:26 PM        |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 9:20:26 PM        |
| Alyssa Jaeger   | When I print it says there is an incorrect key or demo evaluation period expiring. This has happened to us before and we don't know how to fix it. It is not related to the quickbooks files | 9:21:15 PM        |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 9:21:16 PM        |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 9:21:16 PM        |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 9:22:07 PM        |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 9:22:11 PM        |
|                 | Hello Alyssa   | 9:22:17 PM        |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 9:22:23 PM        |
| Alyssa Jaeger   | Yes it is Alyssa.J@myrealdata.net and my password is CasperWyo255!   | 9:24:54 PM        |
| Shubham Kataria | Thank you for the information but we don't require your password. please confirm your business name which is registered with us. (Edited)  | 9:25:45 PM        |
| Alyssa Jaeger   | Hodder Tax   | 9:26:07 PM        |
| Shubham Kataria | Thank you, Kindly confirm if you're the only user who is facing this issue.  | 9:26:51 PM        |
| Alyssa Jaeger   | As of now I am, no one else has used Quickbooks Desktop yet for printing today   | 9:27:37 PM        |
| Shubham Kataria |  |                   |

|                 |  |            |
|-----------------|--|------------|
|                 | Alright, Could you please try to print now as we have made changes in configuration from backend.  | 9:28:56 PM |
| Alyssa Jaeger   | Yes give me just a minute to log back on   | 9:29:19 PM |
| Shubham Kataria | No problem, take your time   | 9:29:40 PM |
|                 | Before attempting to print, please log off from the server and then try again. (Edited)  | 9:30:33 PM |
| Alyssa Jaeger   | That looks better!   | 9:32:49 PM |
| Shubham Kataria | That's great   | 9:32:57 PM |
|                 | Is there anything else I may help you with ?   | 9:33:02 PM |
| Alyssa Jaeger   | No that is all, thank you for your time!   | 9:33:20 PM |
| Shubham Kataria | You're welcome   | 9:33:27 PM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 9:33:30 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 9:33:36 PM |
|                 | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 9:33:38 PM |
|                 | <i>Shubham Kataria has ended this chat session</i>   | 9:33:41 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79109 Andy

Email: [kcortrea@lokring.com](mailto:kcortrea@lokring.com) 📞 13104066663

Department: Support(QB & App Hosting)

Operator: Acebuddy

8 Jul, 9:10:58 PM

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 38 Secs

|          |   |                   |
|----------|---|-------------------|
| Andy     | Hello, I am your Acebuddy   | 8 Jul, 9:10:59 PM |
| Acebuddy | Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!   | 9:11:00 PM        |
|          | Whom Would You Like to Connect With?  | 9:11:00 PM        |
| Andy     | Technical Support (QB & App Hosting)  | 9:11:07 PM        |
| Acebuddy | Welcome to Ace Support.   | 9:11:07 PM        |
|          | <div>【</div> <div>】</div> <div>We are currently experiencing higher than normal contact volume related to server connectivity issues.</div> | 9:11:07 PM        |
|          | Are you also experiencing issues related to server connectivity?  | 9:11:07 PM        |
| Andy     | Yes   | 9:11:38 PM        |
| Acebuddy | Please refer to our status page for further updates on the issue status.  | 9:11:38 PM        |
|          | Thank you contact Ace Support. Have a wonderful day!  | 9:11:38 PM        |
|          | <i>Acebuddy has ended this chat session</i>   | 9:11:38 PM        |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 4:46:15 AM

**#79637 Jamie iloilo**

**Email:** der-kang@umail.hinet.net ☎ 16787674531

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** LA MIRADA  
**State:** Louisiana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 33 Secs

|                 |  |                    |
|-----------------|--|--------------------|
| Jamie iloilo    | Hello, I am your Acebuddy  | 21 Jul, 4:46:16 AM |
| Acebuddy        | Hello Jamie Iloilo, I'm your Ace Buddy. I'll be happy to assist you!   | 4:46:17 AM         |
|                 | Whom Would You Like to Connect With?   | 4:46:17 AM         |
| Jamie iloilo    | Technical Support (QB & App Hosting)   | 4:46:29 AM         |
| Acebuddy        | Welcome to Ace Support.  | 4:46:29 AM         |
|                 | Please chose an option :   | 4:46:29 AM         |
| Jamie iloilo    | I'd like to raise a Request  | 4:46:39 AM         |
| Acebuddy        | Please select your request type.   | 4:46:39 AM         |
| Jamie iloilo    | Other Request  | 4:46:54 AM         |
| Acebuddy        | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 4:46:54 AM         |
|                 | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 4:46:54 AM         |
| Jamie iloilo    | Yes, I'm facing issues with my server  | 4:47:10 AM         |
| Acebuddy        | Please select an option!   | 4:47:10 AM         |
| Jamie iloilo    | Other Issue  | 4:47:18 AM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 4:47:18 AM         |
| Jamie iloilo    | I need an agent to come online   | 4:47:38 AM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 4:47:38 AM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 4:47:38 AM         |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 4:47:42 AM         |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 4:47:51 AM         |
| Jamie iloilo    | thanks you are here  | 4:48:02 AM         |
|                 | pls am trying to install my RDP Sever on my pc but not working   | 4:48:30 AM         |

|                 |  |            |
|-----------------|--|------------|
| Shubham Kataria | You're welcome Jamie   | 4:48:54 AM |
| Jamie iloilo    | i need you to connect to my PC and teach me how it works   | 4:48:54 AM |
|                 | with the new set up  | 4:49:00 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 4:49:00 AM |
| Jamie iloilo    | Kingshenwen.myrealdata.net   | 4:49:48 AM |
|                 | Urser name: myrealdata\KINC_Jamie_Staff1   | 4:50:17 AM |
| Shubham Kataria | May I take the remote access of your local computer?   | 4:50:46 AM |
| Jamie iloilo    | sure   | 4:50:58 AM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.  | 4:51:04 AM |
| Jamie iloilo    | okay   | 4:51:14 AM |
| Shubham Kataria | <a href="https://assist.acecloudhosting.com/join/8522457338">https://assist.acecloudhosting.com/join/8522457338</a>  | 4:51:21 AM |
|                 | Kindly paste this link in the browser of local computer and join the session.  | 4:51:25 AM |
| Jamie iloilo    | download   | 4:54:54 AM |
|                 | Are you here   | 4:55:54 AM |
|                 | ?  | 4:55:54 AM |
| Shubham Kataria | Yes, I am here   | 4:56:08 AM |
| Jamie iloilo    | i got it downloand and install but can't find it on my PC  | 4:56:32 AM |
| Shubham Kataria | please check your downloads folder   | 4:56:56 AM |
| Jamie iloilo    | you can join now   | 4:57:35 AM |
| Shubham Kataria | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 4:57:46 AM |
|                 | Thank you for your patience.   | 5:07:49 AM |
| Jamie iloilo    | okay   | 5:08:06 AM |
| Shubham Kataria | As per the remote session your RDP set up has been completed.  | 5:08:09 AM |
|                 | Is there anything else I may help you with ?   | 5:08:13 AM |
| Jamie iloilo    | thanks for the help  | 5:08:16 AM |
| Shubham Kataria | You're welcome (Edited)  | 5:08:26 AM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 5:08:39 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 5:08:44 AM |
|                 | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.   |            |

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

5:08:46 AM

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

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

*Shubham Kataria has ended this chat session*

5:08:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 9:56:38 PM

**#79654 gbantatua**  
**Email:** gbantatua@clearwaterlandscaping.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** SANTO TOMAS  
**State:** National Capital Region  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 10 Mins 8 Secs

|           |   |                    |
|-----------|---|--------------------|
| gbantatua | Hello, I am your Acebuddy   | 21 Jul, 9:56:39 PM |
| Acebuddy  | Hello Gbantatua, I'm your Ace Buddy. I'll be happy to assist you! | 9:56:40 PM         |
|           | Whom Would You Like to Connect With?                              | 9:56:40 PM         |
| gbantatua | Technical Support (QB & App Hosting)                              | 9:56:45 PM         |
| Acebuddy  | Welcome to Ace Support.   | 9:56:45 PM         |
|           | Please chose an option :  | 9:56:45 PM         |



|                 |   |             |
|-----------------|---|-------------|
| gbantatua       | I'd like to report an Issue   | 9:56:53 PM  |
| Acebuddy        | Please select an option!  | 9:56:53 PM  |
| gbantatua       | Other Issue   | 9:56:58 PM  |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!  | 9:56:58 PM  |
| gbantatua       | Please provide access to this folder D:\Client data\D\Data\Financials\Cashflow  | 9:57:42 PM  |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 9:57:43 PM  |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 9:57:43 PM  |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>  | 9:57:48 PM  |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.  | 9:57:59 PM  |
|                 | Hello Gbantatua   | 9:58:07 PM  |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 9:58:26 PM  |
| gbantatua       | Please see below details  | 9:59:16 PM  |
|                 | CID: CID73261 Account Name: Clearwater Landscaping User: Gilbert Bantatua (gilbert.b@myrealdata.net)  | 9:59:27 PM  |
| Shubham Kataria | Thank you for the information. Please allow me two minutes to check the same.   | 10:00:13 PM |
| gbantatua       | Alright.  | 10:01:40 PM |
| Shubham Kataria | Thank you for your patience.  | 10:02:39 PM |
|                 | Our escalation engineer is already working on your request. You will get the update soon over the email. He is proactively working on it.   | 10:03:33 PM |
| gbantatua       | Alright, do you have a timeline on when will I provide an update? Thanks!   | 10:04:15 PM |
| Shubham Kataria | Within half hour you will get the update on this.   | 10:04:41 PM |
| gbantatua       | Sure, I'll just wait for the update. Thanks Shubham.  | 10:06:22 PM |
| Shubham Kataria | You're welcome  | 10:06:25 PM |
|                 | Is there anything else I may help you with ?  | 10:06:28 PM |
| gbantatua       | That would be all.  | 10:06:36 PM |
| Shubham Kataria | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 10:06:44 PM |
|                 | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> | 10:06:46 PM |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 2:44:41 AM

**#79236 allison**  
**Email:** allison@cowestlandtrust.org 📞 19702635443  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** GREELEY  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 52 Secs

|          |   |                    |
|----------|---|--------------------|
| allison  | Hello, I am your Acebuddy   | 10 Jul, 2:44:42 AM |
| Acebuddy | Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you! | 2:44:42 AM         |
|          | Whom Would You Like to Connect With?                                  | 2:44:42 AM         |
| allison  | Technical Support (QB & App Hosting)                                  | 2:44:47 AM         |
| Acebuddy | Welcome to Ace Support.   | 2:44:47 AM         |
|          | Please chose an option :  | 2:44:47 AM         |
| allison  | I'd like to report an Issue   | 2:44:52 AM         |
| Acebuddy | Please select an option!  | 2:44:52 AM         |
| allison  | QuickBooks Issue  | 2:44:55 AM         |
|          |   |                    |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 2:23:10 AM

#79175 Alex Tarkoff

Email: atarkoff@archwestcapital.com ☎ 0000000000

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Mins 9 Secs

|              |  |                   |
|--------------|--|-------------------|
| Alex Tarkoff | Hello, I am your Acebuddy  | 9 Jul, 2:23:11 AM |
| Acebuddy     | Hello Alex Tarkoff, I'm your Ace Buddy. I'll be happy to assist you!                         | 2:23:12 AM        |
|              | Whom Would You Like to Connect With?   | 2:23:12 AM        |
| Alex Tarkoff | Technical Support (QB & App Hosting)   | 2:23:46 AM        |
| Acebuddy     | Welcome to Ace Support.  | 2:23:46 AM        |
|              | Please chose an option :   | 2:23:46 AM        |
| Alex Tarkoff | I'd like to raise a Request  | 2:24:07 AM        |
| Acebuddy     | Please select your request type.   | 2:24:07 AM        |
| Alex Tarkoff | Password Reset   | 2:24:13 AM        |
| Acebuddy     | Please select an option below  | 2:24:13 AM        |
| Alex Tarkoff | Already Enrolled to Selfcare Portal  | 2:24:20 AM        |
| Acebuddy     | Please follow the process mentioned in the link below inorder to reset your server password. | 2:24:20 AM        |
|              | Do you need any further assistance on the topic?   | 2:24:20 AM        |
| Alex Tarkoff | Yes  | 2:26:34 AM        |
| Acebuddy     | Please wait while we connect you to our Support Representative                               | 2:26:34 AM        |

|                |  |            |
|----------------|--|------------|
|                | <i>Acebuddy (bot) forwarded the chat request</i>   | 2:26:34 AM |
|                | <i>Yash Kalra accepted the chat transfer request.</i>  | 2:26:49 AM |
| Yash Kalra     | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.  | 2:26:57 AM |
| Alex Tarkoff   | Hi Yash  | 2:27:07 AM |
| Yash Kalra     | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 2:27:11 AM |
|                | Hi Alex, kindly help me with your server name and user name?   | 2:27:36 AM |
| Alex Tarkoff   | alex.t@myrealdata.net <a href="https://Archwest.myrealdata.net/rdweb/feed/webfeed.aspx">Https://Archwest.myrealdata.net/rdweb/feed/webfeed.aspx</a>  | 2:28:06 AM |
| Yash Kalra     | Kindly allow me two minutes to check the same.   | 2:28:56 AM |
|                | <b>Alex, please use the following link to reset your password:</b><br><a href="https://selfcare.acecloudhosting.com">selfcare.acecloudhosting.com</a>  | 2:33:27 AM |
|                | If required, I can assist you with resetting your password by taking remote access.  | 2:34:31 AM |
| Alex Tarkoff   | I reset my password, but when attempting to sign in, it says my account is disabled  | 2:35:22 AM |
| Yash Kalra     | Please stay connected while we check things from the backend.  | 2:37:19 AM |
|                | Alex, Let me transfer you to a specialist who can better address your concern.   | 2:48:07 AM |
|                | <i>Yash Kalra is transferring the chat to Billing.</i>   | 2:48:17 AM |
|                | <i>Siddharth Negi accepted the chat transfer request.</i>  | 2:48:24 AM |
| Alex Tarkoff   | hello  | 2:49:31 AM |
| Siddharth Negi | Hello Siddhartha, this side from ACE billing. How may I assist you?  | 2:49:33 AM |
| Alex Tarkoff   | I reset my password, but when attempting to sign in, it says my account is disabled  | 2:49:55 AM |
| Siddharth Negi | Please help me with your account name? (Edited)  | 2:50:20 AM |
| Alex Tarkoff   | alex.t@myrealdata.net  | 2:51:00 AM |
| Siddharth Negi | Is your company name L and L Management?   | 2:51:35 AM |
| Alex Tarkoff   | no it is archwest capital  | 2:52:03 AM |
| Siddharth Negi | Allow me a minute to check   | 2:52:25 AM |
|                | Yes, your account is disabled due to non-payment.  | 2:53:42 AM |
| Alex Tarkoff   | We paid it today   | 2:54:44 AM |
|                | <i>2:55:43 AMAlex Tarkoff is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:85.51 KB )  | 2:55:43 AM |
| Siddharth Negi | Thank you for your prompt response. I will just check and confirm you the status   | 2:56:09 AM |
|                | We have reactivated your services. And we have forwarded the payment information to the relevant team for confirmation. Once we receive confirmation, we will update you with a copy of the paid invoice at your registered email address. | 2:58:30 AM |
|                | Is there anything else I can assist you with?  | 2:58:53 AM |
|                |  | 2:59:48 AM |

|                |  |            |
|----------------|--|------------|
|                | Are we connected?  |            |
|                | Are we connected?  | 3:00:34 AM |
| Alex Tarkoff   | it still says my account is disabled   | 3:01:03 AM |
|                | <i>3:01:52 AM</i> Alex Tarkoff is sharing a file with you<br><a href="#">image.png</a> - ( Size:344.03 KB )  | 3:01:52 AM |
| Siddharth Negi | Please try to refresh once   | 3:01:57 AM |
| Alex Tarkoff   | still says disabled  | 3:02:39 AM |
| Siddharth Negi | Please try to login by opening the new tab once the current tab is closed. If you are still facing this issue, please let me know?   | 3:03:14 AM |
|                | <i>3:04:38 AM</i> Alex Tarkoff is sharing a file with you<br><a href="#">1_image.png</a> - ( Size:666.98 KB )  | 3:04:38 AM |
| Alex Tarkoff   | opened a new tab and still disabled  | 3:04:46 AM |
| Siddharth Negi | Okay, I apologize for the inconvenience caused to you. We are escalating your concern to the relevant department, and they will surely assist you with that.   | 3:06:49 AM |
|                | <i>Siddharth Negi is transferring the chat to Support(QB &amp; App Hosting).</i>   | 3:07:46 AM |
|                | <i>Yash Kalra accepted the chat transfer request.</i>  | 3:09:38 AM |
| Yash Kalra     | Alex, please stay connected while we are making some changes from the backend.   | 3:11:05 AM |
| Alex Tarkoff   | thanks   | 3:11:29 AM |
| Yash Kalra     | Alex, please try to login now.   | 3:14:12 AM |
|                | Please check and let us know the current status of the issue.  | 3:16:19 AM |
| Alex Tarkoff   | The issue is resolved  | 3:17:41 AM |
| Yash Kalra     | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies. (Edited)   | 3:17:43 AM |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 3:18:06 AM |
|                | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 3:18:08 AM |
|                | <i>Yash Kalra has ended this chat session</i>  | 3:18:20 AM |





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 1:05:31 AM

**#79780 karen**  
**Email:** karen@brilliantroofing.com 📞 772-678-6654  
**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:** 46 Secs  
**City:** STUART  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 35 Secs

|          |  |                    |
|----------|--|--------------------|
| karen    | Hello, I am your Acebuddy  | 25 Jul, 1:05:32 AM |
| Acebuddy | Hello Karen, I'm your Ace Buddy. I'll be happy to assist you!  | 1:05:33 AM         |
|          | Whom Would You Like to Connect With?   | 1:05:33 AM         |
| karen    | Technical Support (QB & App Hosting)   | 1:05:56 AM         |
| Acebuddy | Welcome to Ace Support.  | 1:05:56 AM         |
|          | Please chose an option :   | 1:05:56 AM         |
| karen    | I'd like to report an Issue  | 1:06:15 AM         |
| Acebuddy | Please select an option!   | 1:06:15 AM         |
| karen    | QuickBooks Issue   | 1:06:20 AM         |
| Acebuddy | What type of QuickBooks Issue are you facing?  | 1:06:20 AM         |
| karen    | Other QB related issue   | 1:06:26 AM         |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:06:26 AM         |
| karen    | we just added excel and need to connect the program to quickbooks,                                   | 1:07:20 AM         |
|          |  |                    |



|            |  |            |
|------------|--|------------|
| Acebuddy   | Please wait while we connect you to a Support Representative   | 1:07:20 AM |
|            | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:07:20 AM |
|            | <i>Yash Kalra accepted the chat transfer request.</i>  | 1:08:08 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.  | 1:08:13 AM |
|            | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 1:08:18 AM |
| karen      | i dont kno   | 1:08:35 AM |
|            | they verified with our address earlier   | 1:08:56 AM |
| Yash Kalra | Kindly allow me two minutes to check the same.   | 1:09:03 AM |
| karen      | Advanced Metal Roofing   | 1:09:17 AM |
|            | 4149 SE Salerno Road Stuart FL 34997   | 1:09:43 AM |
| Yash Kalra | Karen, could you please check and confirm if this issue is occurring for all users or just specific ones?<br>(Edited)  | 1:10:45 AM |
| karen      | Hi Yash, Have you looked at my call from earlier   | 1:11:26 AM |
|            | i am the only one who is using excel no other users here   | 1:12:00 AM |
| Yash Kalra | Karen, thank you letting us know.  | 1:12:45 AM |
|            | May I take the remote access of your server?   | 1:12:54 AM |
| karen      | we ordered and added excel services but they are not connected and i can not email any excel sheets  | 1:13:01 AM |
| Yash Kalra | Karen, please try logging out and then logging back in once. This helps the services to re-establish connection properly.  | 1:15:13 AM |
| karen      | when i try to send my excel report, i get a message that there is no email program associated to perform this action. it tells me to create an association with the default programs control panel | 1:16:01 AM |
|            | log out of qb?   | 1:16:21 AM |
| Yash Kalra | Karen, please log out from the server once and then log back in.   | 1:17:00 AM |
| karen      | i am logging back in now   | 1:19:20 AM |
| Yash Kalra | Karen, I request you to please try now and confirm if the issue persists? (Edited)   | 1:19:27 AM |
| karen      | I ALREADY TOLD YOU I WAS DOING IT  | 1:22:19 AM |
|            | IT WAS IN THE PROCESS  | 1:22:26 AM |
|            | NOW IT IS DONE AND IT IS THE SAME  | 1:22:35 AM |
| Yash Kalra | May I take the remote access of your server in order to resolve this issue?  | 1:22:56 AM |
| karen      | IT WANTS ME TO CREATE AN ASSOCIATION IN THE DEFAULT PROGRAMS   | 1:23:09 AM |
|            | PLEASE DO  | 1:23:17 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end.  | 1:23:29 AM |
|            | Kindly Click on the link and open the downloaded file.   | 1:23:44 AM |

|            |  |            |
|------------|--|------------|
|            | https://assist.acecloudhosting.com/join/2132944294   |            |
|            | Please join the session using the link provided. It will be easier to resolve the issue once we are connected via remote session.  | 1:24:51 AM |
|            | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:25:32 AM |
| karen      | OK   | 1:56:44 AM |
|            | BYE  | 1:56:46 AM |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 1:56:53 AM |
|            | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 1:57:02 AM |
|            | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.   |            |
|            | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!  | 1:57:04 AM |
|            | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).  |            |
|            | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)   |            |

*Yash Kalra has ended this chat session*

1:57:08 AM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

#79643 Fred Koons

Email: fkoons@keypre.com 📞 14848667732

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

21 Jul, 6:09:33 PM


**Average Response Time:** 1 Min 32 Secs  
**City:** ALLENTOWN  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 52 Mins

|                 |  |                    |
|-----------------|--|--------------------|
| Fred Koons      | Hello, I am your Acebuddy  | 21 Jul, 6:09:34 PM |
| Acebuddy        | Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!   | 6:09:35 PM         |
|                 | Whom Would You Like to Connect With?   | 6:09:35 PM         |
| Fred Koons      | Managed IT   | 6:09:44 PM         |
| Acebuddy        | Please wait while we connect you to an available Representative.   | 6:09:44 PM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 6:09:45 PM         |
|                 | <i>Shubham accepted the chat transfer request.</i>   | 6:09:52 PM         |
| Fred Koons      | Our server is down and I need this fixed immediately. Sever is KEYSTONE  | 6:10:18 PM         |
|                 | <i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>  | 6:10:36 PM         |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>   | 6:10:57 PM         |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.   | 6:11:11 PM         |
| Fred Koons      | Hello  | 6:11:57 PM         |
| Ashutosh Mishra | Hello Fred, I will surely help you with this issue.  | 6:12:06 PM         |
|                 | <i>6:12:55 PMFred Koons is sharing a file with you</i><br><a href="#">1_image.png</a> - ( Size:22.05 KB )  | 6:12:55 PM         |
|                 | I will be surely assisting you with this. Kindly help me with your user name?  | 6:14:17 PM         |
| Fred Koons      | This is when we try to run MAS 100 2024  | 6:14:19 PM         |
|                 | fkoons   | 6:14:27 PM         |
|                 | sorry  | 6:14:48 PM         |
|                 | FredKoons  | 6:14:49 PM         |
| Ashutosh Mishra | Currently I have checked on server and the username FredKoons is currently logged in, May I take the remote access of your local computer to identify the issue? | 6:16:15 PM         |
| Fred Koons      | Yes  | 6:16:25 PM         |
|                 | I'm logged in. That's the error we get when we try to run Sage 100 2024, which is our active business system.  | 6:16:45 PM         |
|                 | And you can take remote access sure.   | 6:16:59 PM         |
|                 |  |                    |
| Ashutosh Mishra | Thanks for the confirmation!   | 6:18:10 PM         |
|                 |  |                    |

|                 |  |            |
|-----------------|--|------------|
|                 | Prior providing the access, I would suggest you to close any important documents at your end.  | 6:18:13 PM |
|                 | Kindly paste this link in the browser of local computer and join the session.  | 6:18:33 PM |
|                 | <a href="https://assist.acecloudhosting.com/join/8182566326">https://assist.acecloudhosting.com/join/8182566326</a>  | 6:18:34 PM |
|                 | Please accept all the prompts on screen.   | 6:20:04 PM |
| Fred Koons      | ok   | 6:20:11 PM |
|                 | youre in   | 6:20:28 PM |
| Ashutosh Mishra | Yes  | 6:20:58 PM |
| Fred Koons      | Why was the service not running  | 6:23:36 PM |
|                 | My SAGE partner restarted the service and it's running.  | 6:24:23 PM |
| Ashutosh Mishra | This is application specific issue, restarting the service established the connection.   | 6:25:22 PM |
| Fred Koons      | Who is responsible for monitoring that application on the server   | 6:25:51 PM |
| Ashutosh Mishra | The services can be monitored by the admin user on server.   | 6:28:13 PM |
| Fred Koons      | How  | 6:28:22 PM |
|                 | I need to be an admin then. Also, all verification codes need to come to fkoons@keypre.com and +14848667732  | 6:28:46 PM |
|                 | And we were told this would be you guys monitoring. I need Akash to contact myself and Steve Montgomery immediately.   | 6:30:08 PM |
| Ashutosh Mishra | It seems currently the SAGE partner you mentioned is the admin of the Application server as only he will be able to open the application server.   | 6:30:50 PM |
|                 | If you would like to reconfigure this we can forward this to a senior engineer who will be able to assist you with the process as well as we will also inform Akash to reach out for further assistance.   | 6:33:44 PM |
| Fred Koons      | Is there something that would notify them when it is not running?  | 6:33:45 PM |
| Ashutosh Mishra | Kindly allow me two minutes to check the same.   | 6:35:08 PM |
|                 | Thank you for your patience.   | 6:38:51 PM |
|                 | Since this is an application specific functions hence, we do not get any alerts from the server, however I have checked with senior team, and we can make some backend changes so the service never stops. | 6:40:22 PM |
|                 | Are we still connected here?   | 6:42:12 PM |
|                 | Are we still connected here?   | 6:44:35 PM |
|                 | Are we still connected here?   | 6:47:12 PM |
| Fred Koons      | yes  | 6:47:47 PM |
|                 | This is the first time it has stopped  | 6:48:08 PM |
|                 | I'm not clear on why this would have happened.   | 6:48:14 PM |
| Ashutosh Mishra | The AutoLogon user is also in disconnected state, usually AutoLogon user contains the services that needs to run always.   | 6:49:08 PM |
|                 |  |            |

|  |   |            |
|--|---|------------|
| Fred Koons   | How have they known to always login to that in the past? Why would it be disconnected   | 6:49:34 PM |
| Ashutosh Mishra  | AutoLogon user is always logged in as it is not assigned to any actual user, it is created for the sole purpose of keeping the services active. Do you have the password for AutoLogon user?  | 6:52:00 PM |
| Fred Koons   | I do not  | 6:54:02 PM |
| Ashutosh Mishra  | May I reboot the server now to test the functionality of AutoLogon?   | 6:54:53 PM |
| Fred Koons   | Please wait until 8 pm EST tonight.   | 6:55:05 PM |
| Ashutosh Mishra  | Sure, we will check the functionality during no production hours and inform you if any backend changes are applied. Meanwhile we will also do a service fix for the Sage 100 application server, so it keeps automatically running.                           | 6:56:44 PM |
|  | Is there anything else I may help you with ?  | 6:56:47 PM |
| Fred Koons   | Yes, can you please make sure that when I try to login to self service where I create users that the login codes come to my email and phone number  | 6:58:01 PM |
|  | right now they are going to russ, and I didn't realize it's not possible to have different people have logins for this.   | 6:58:17 PM |
| Ashutosh Mishra  | I understand you are referring to MY Portal, we require a formal request over the email to make the changes. After this chat I will request your approval over email and accordingly forward to the relevant team to make the changes.                        | 7:00:55 PM |
| Fred Koons   | sounds good.  | 7:01:07 PM |
|  | That is all then.   | 7:01:11 PM |
| Ashutosh Mishra  | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  | 7:01:21 PM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 7:01:26 PM |
|  | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  | 7:01:29 PM |
|  | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! |            |
|  | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  |            |
|  | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |            |
|  | <i>Ashutosh Mishra has ended this chat session</i>  | 7:01:34 PM |
| <div></div> |   |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 3:35:17 AM

**#79914 Tamara Brown**  
**Email:** tamarabrown@elitefinancialvt.com 📞 802-398-7691  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** MOUNT JULIET  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 53 Secs

|              |   |                    |
|--------------|---|--------------------|
| Tamara Brown | Hello, I am your Acebuddy   | 30 Jul, 3:35:18 AM |
| Acebuddy     | Hello Tamara Brown, I'm your Ace Buddy. I'll be happy to assist you!  | 3:35:19 AM         |
|              | Whom Would You Like to Connect With?  | 3:35:19 AM         |
| Tamara Brown | Technical Support (QB & App Hosting)  | 3:35:25 AM         |
| Acebuddy     | Welcome to Ace Support.   | 3:35:25 AM         |
|              | Please chose an option :  | 3:35:25 AM         |
| Tamara Brown | I'd like to raise a Request   | 3:35:39 AM         |
| Acebuddy     | Please select your request type.  | 3:35:39 AM         |
| Tamara Brown | Setup Ace Server  | 3:35:50 AM         |
| Acebuddy     | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 3:35:50 AM         |
| Tamara Brown | MacOS   | 3:35:53 AM         |
| Acebuddy     | Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.   | 3:35:54 AM         |
|              | Do you need any further assistance on the topic?  | 3:35:54 AM         |
| Tamara Brown | Yes   | 3:35:59 AM         |
|              |   |                    |



|                |   |            |
|----------------|---|------------|
| Acebuddy       | Please wait while we connect you to our Support Representative  | 3:35:59 AM |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 3:35:59 AM |
|                | <i>Shubham Maurya accepted the chat transfer request.</i>   | 3:36:11 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.   | 3:36:22 AM |
| Tamara Brown   | I have had the app on my computer MacOS.. but it was deleted from my laptop. I can't find it on the appstore any more   | 3:36:37 AM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 3:37:11 AM |
| Tamara Brown   | server CID71178 I believe??   | 3:38:35 AM |
| Shubham Maurya | Thanks for the confirmation !   | 3:39:25 AM |
|                | Please allow me some time to look into this.  | 3:39:42 AM |
|                | The name of the application on App Store is changed to <b>Windows app</b> now, please try to search with this name.   | 3:40:45 AM |
| Tamara Brown   | okay  | 3:41:12 AM |
|                | <i>3:42:09 AMShubham Maurya is sharing a file with you</i><br><i><a href="#">image.png</a> - ( Size:31.71 KB )</i><br><i>Let me know if you are unable to find it in App Store.</i> | 3:42:09 AM |
| Shubham Maurya | Are you able to find it? Please do let me know.   | 3:45:47 AM |
|                | Are we still connected here?  | 3:48:03 AM |
|                | Are we still connected here?  | 3:50:07 AM |
|                | Are we still connected here?  | 3:52:02 AM |
|                | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.                     | 3:55:06 AM |
|                | <i>Shubham Maurya has ended this chat session</i>   | 3:55:11 AM |





**Email:** danielle@thebeaconadvisors.com 📞 15087481611

**Department:** Support(QB & App Hosting)

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** TAUNTON

**State:** Massachusetts

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 33 Secs

|                |  |                    |
|----------------|--|--------------------|
| Danielle Braga | Hello, I am your Acebuddy  | 22 Jul, 6:33:01 PM |
| Acebuddy       | Hello Danielle Braga, I'm your Ace Buddy. I'll be happy to assist you!   | 6:33:02 PM         |
|                | Whom Would You Like to Connect With?   | 6:33:02 PM         |
| Danielle Braga | Technical Support (QB & App Hosting)   | 6:33:16 PM         |
| Acebuddy       | Welcome to Ace Support.  | 6:33:16 PM         |
|                | Please chose an option :   | 6:33:16 PM         |
| Danielle Braga | I'd like to report an Issue  | 6:33:22 PM         |
| Acebuddy       | Please select an option!   | 6:33:22 PM         |
| Danielle Braga | Other Issue  | 6:33:27 PM         |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!                           | 6:33:27 PM         |
| Danielle Braga | Hi - My email is not working, it is bouncing back every email as spam. Can you assist? I am available for a call after 1030AM. | 6:33:36 PM         |
| Acebuddy       | Please wait while we connect you to a Support Representative   | 6:33:37 PM         |
|                | Acebuddy (bot) forwarded the chat request  | 6:33:37 PM         |
|                | Shivam Singh accepted the chat transfer request.   | 6:34:35 PM         |
| Shivam Singh   | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.                            | 6:34:57 PM         |
|                | Could you please share your best phone number to reach.  | 6:35:32 PM         |
| Danielle Braga | 339-933-2598, I am not available for a call until after 1030AM EST   | 6:36:04 PM         |
| Shivam Singh   | We will arrange a callback after 10:30 AM EST.   | 6:37:37 PM         |
| Danielle Braga | thank you!   | 6:37:47 PM         |
| Shivam Singh   | Is there anything else I may help you with ?   | 6:38:01 PM         |

|                |  |            |
|----------------|--|------------|
| Danielle Braga | that is it, thanks   | 6:38:10 PM |
| Shivam Singh   | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 6:38:28 PM |
|                | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 6:38:33 PM |
|                | <i>Shivam Singh has ended this chat session</i>  | 6:38:35 PM |



