

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 5:36:20 PM

#81830 ayiana

Email: ayiana@franklinassociates.com  2257689060

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 32 Secs

| | | |
|----------|--|--------------------|
| ayiana | Hello, I am your Acebuddy | 23 Sep, 5:36:21 PM |
| Acebuddy | Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you! | 5:36:22 PM |
| | Whom Would You Like to Connect With? | 5:36:22 PM |
| ayiana | Technical Support (QB & App Hosting) | 5:36:26 PM |
| Acebuddy | Welcome to Ace Support. | 5:36:26 PM |
| | Please chose an option : | 5:36:26 PM |
| ayiana | I'd like to report an Issue | 5:36:32 PM |
| Acebuddy | Please select an option! | 5:36:32 PM |
| ayiana | Other Issue | 5:36:38 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:36:38 PM |
| ayiana | My computer updated to Windows 11, and now I'm unable to log in to the hosting. Please advise if there are steps I should take to resolve this. Also, I'll need to update the hosting environment to Windows 11 if required, since QuickBooks will no longer s | 5:38:48 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:38:49 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:38:49 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 5:38:56 PM |

| | | |
|---------------------|--|------------|
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 5:39:24 PM |
| ayiana | Hi there! :) | 5:39:42 PM |
| Vikas Singh Chauhan | Hello | 5:39:54 PM |
| | Are you not able to connect to server ? | 5:40:06 PM |
| ayiana | no :(ever since i updated to windows 11 yesterday i can't seem to get in | 5:40:30 PM |
| Vikas Singh Chauhan | Okay | 5:40:42 PM |
| | I deeply apologize for the inconvenience caused to you. | 5:40:52 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:40:58 PM |
| ayiana | no, it's not your fault! The server name is Franklin Associates, and the username is Ayiana Givens | 5:41:30 PM |
| Vikas Singh Chauhan | Okay | 5:43:13 PM |
| | Thank you for the details. | 5:43:27 PM |
| | May I take the remote access of your local computer? | 5:44:04 PM |
| ayiana | it's no problem! Is it possible once this is resolved that we can update the hosting to windows 11 as well? It seems Quickbooks won't support 10 soon | 5:44:33 PM |
| | you may take remote access :) | 5:44:43 PM |
| Vikas Singh Chauhan | Okay, I think you are getting alert of Windows 10 will be out of support from Intuit. | 5:45:27 PM |
| ayiana | exactly! :D | 5:45:44 PM |
| Vikas Singh Chauhan | No need to worry as Quickbook are hosted on Server based system not on windows 10 or 11. | 5:46:18 PM |
| ayiana | awesome, thank you! | 5:46:48 PM |
| Vikas Singh Chauhan | Have you tried connecting to server from your local computer today ? | 5:47:22 PM |
| | Is it working ? | 5:47:28 PM |
| ayiana | it is not working :(| 5:47:40 PM |
| | I can't login, as it is asking for a password into the hosting I don't have | 5:47:57 PM |
| Vikas Singh Chauhan | Okay, I will connect to your local computer now. | 5:48:18 PM |
| | Also, | |
| | would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . | |
| | We assure you that: | |
| | The version of the operating system installed on our servers is fully compatible with your QuickBooks application. | 5:48:23 PM |
| | We regularly apply all latest security patches and updates released by Microsoft without any delay. | |
| | There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. | |

| | | |
|---------------------|--|------------|
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:48:30 PM |
| | https://assist.acecloudhosting.com/join/4562063062 | 5:48:37 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:48:45 PM |
| | Are we still connected here? | 5:49:27 PM |
| ayiana | yes! | 5:49:52 PM |
| Vikas Singh Chauhan | Okay | 5:49:59 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 5:54:15 PM |
| | Is there anything else I may help you with ? | 5:55:05 PM |
| ayiana | nope! Thank you so much for your help :) | 5:55:20 PM |
| Vikas Singh Chauhan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 5:55:30 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 5:55:37 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/) | |
| | Have a good one. | 5:55:42 PM |
| ayiana | you too! | 5:55:51 PM |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 5:55:53 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 8:50:44 AM

#81967 Arturo Neto

Email: aneto@lightbridgeacademy.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: CYPRESS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 18 Secs

| | | |
|-------------|--|--------------------|
| Arturo Neto | Hello, I am your Acebuddy | 26 Sep, 8:50:44 AM |
| Acebuddy | Hello Arturo Neto, I'm your Ace Buddy. I'll be happy to assist you! | 8:50:45 AM |
| | Whom Would You Like to Connect With? | 8:50:45 AM |
| Arturo Neto | Technical Support (QB & App Hosting) | 8:50:49 AM |
| Acebuddy | Welcome to Ace Support. | 8:50:49 AM |
| | Please chose an option : | 8:50:49 AM |
| Arturo Neto | I'd like to report an Issue | 8:50:53 AM |
| Acebuddy | Please select an option! | 8:50:53 AM |
| Arturo Neto | Other Issue | 8:50:57 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:50:57 AM |
| Arturo Neto | remote desktop access | 8:51:05 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:51:05 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:51:05 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 8:51:12 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 8:51:17 AM |
| Arturo Neto | my username is Arturo.N | 8:51:54 AM |
| Rohan | Hi Arturo, it seems our last chat got disconnected from your end. | 8:52:22 AM |
| | Thanks for the confirmation ! | 8:52:28 AM |
| | Kindly allow me two minutes to check the same. | 8:52:32 AM |
| | May I know what error you are getting while accessing the server ? | 8:52:53 AM |
| Arturo Neto | logon attempt failed | 8:53:20 AM |
| Rohan | Thank you for the details | 8:54:26 AM |

| | | |
|-------------|---|------------|
| | Kindly allow me 4-5 minutes to check the same. | 8:56:06 AM |
| | May I take the remote access of your local computer? | 9:00:23 AM |
| Arturo Neto | sure | 9:00:31 AM |
| Rohan | Actually I'm not able to find any username by this Arturo.N | 9:00:47 AM |
| | Thanks for the confirmation ! | 9:00:56 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:01:03 AM |
| | <i>9:01:10 AM Arturo Neto is sharing a file with you image.png - (Size:24.88 KB)</i> | 9:01:10 AM |
| Arturo Neto | I see Arturo.N | 9:01:27 AM |
| Rohan | Thank you for more deals. Please allow me some time to check this once more | 9:01:57 AM |
| | Yes I was able to find that However it is in disabled state. | 9:03:00 AM |
| Arturo Neto | when was it disabled? | 9:03:13 AM |
| | <i>9:04:20 AM Rohan is sharing a file with you image.png - (Size:18.39 KB)</i> | 9:04:20 AM |
| | <i>Please check this once</i> | |
| Rohan | It was disabled by Lorenzo Perez on 16th Sep | 9:04:49 AM |
| Arturo Neto | ok thank you | 9:04:56 AM |
| Rohan | Is there anything else I may help you with ? | 9:05:12 AM |
| | Are we still connected here? | 9:09:07 AM |
| Arturo Neto | yes, all good. thank you | 9:09:18 AM |
| Rohan | Thanks for the confirmation ! | 9:09:52 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:09:56 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! | 9:09:59 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Rohan has ended this chat session</i> | 9:10:03 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 10:56:21 PM

#81130 Eileen Brewer

Email: eileen@smartspotkc.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: KANSAS CITY

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 40 Secs

| | | |
|---------------------------------------|--|--------------------|
| Eileen Brewer | Hello, I am your Acebuddy | 3 Sep, 10:56:22 PM |
| Acebuddy | Hello Eileen Brewer, I'm your Ace Buddy. I'll be happy to assist you! | 10:56:23 PM |
| | Whom Would You Like to Connect With? | 10:56:23 PM |
| Eileen Brewer | Technical Support (QB & App Hosting) | 10:56:29 PM |
| Acebuddy | Welcome to Ace Support. | 10:56:29 PM |
| | Please chose an option : | 10:56:29 PM |
| Eileen Brewer | I'd like to raise a Request | 10:56:36 PM |
| Acebuddy | Please select your request type. | 10:56:36 PM |
| Eileen Brewer | Other Request | 10:56:48 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. | 10:56:48 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:56:48 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. | 11:31:02 PM |
| <i>Ended due to chat idle timeout</i> | | 11:31:03 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 8:39:16 PM

#81247 office

Email: office@mermanusa.com 12035701995

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: GREENWICH

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 2 Secs

| | | |
|----------|--|-------------------|
| office | Hello, I am your Acebuddy | 7 Sep, 8:39:17 PM |
| Acebuddy | Hello Office, I'm your Ace Buddy. I'll be happy to assist you! | 8:39:18 PM |
| | Whom Would You Like to Connect With? | 8:39:18 PM |
| office | Technical Support (QB & App Hosting) | 8:39:24 PM |
| Acebuddy | Welcome to Ace Support. | 8:39:24 PM |
| | Please chose an option : | 8:39:24 PM |
| office | I'd like to report an Issue | 8:39:31 PM |
| Acebuddy | Please select an option! | 8:39:32 PM |
| office | QuickBooks Issue | 8:39:36 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:39:36 PM |
| office | Other QB related issue | 8:39:45 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:39:45 PM |
| | <i>8:45:26 PM office is sharing a file with you</i> | |

[IMG_7261.JPG](#) - (Size:7.6 MB)

8:45:26 PM

I set up email "to" field with two persons in QB

8:45:27 PM

Please wait while we connect you to a Support Representative

8:45:27 PM

Acebuddy (bot) forwarded the chat request

8:45:27 PM

Shashwat Verma accepted the chat transfer request.

8:45:32 PM

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. 8:45:36 PM

Hello

8:45:43 PM

8:45:53 PM office is sharing a file with you

8:45:53 PM

[IMG_7262.JPG](#) - (Size:7.75 MB)
And only one person received email in Gmail.

office This is what is happening in the hosted environment. 8:46:20 PM

Shashwat Verma I will surely help you with this issue. 8:46:31 PM

May I take the remote access of your server? 8:47:17 PM

Are we still connected here? 8:50:01 PM

Are we still connected here? 8:52:39 PM

Are we still connected here? 8:54:04 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. 8:56:16 PM

Shashwat Verma has ended this chat session 8:56:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 1:59:14 AM

#81184 ricky pais

Email: ricky@brannanhessel.cpa

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: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 14 Secs

| | | |
|----------------|--|-------------------|
| ricky pais | Hello, I am your Acebuddy | 5 Sep, 1:59:15 AM |
| Acebuddy | Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you! | 1:59:15 AM |
| | Whom Would You Like to Connect With? | 1:59:15 AM |
| ricky pais | Technical Support (QB & App Hosting) | 1:59:30 AM |
| Acebuddy | Welcome to Ace Support. | 1:59:30 AM |
| | Please chose an option : | 1:59:30 AM |
| ricky pais | I'd like to report an Issue | 1:59:35 AM |
| Acebuddy | Please select an option! | 1:59:35 AM |
| ricky pais | QuickBooks Issue | 1:59:39 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:59:39 AM |
| ricky pais | Other QB related issue | 1:59:44 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:59:44 AM |
| ricky pais | I was trying to open a clients accountants copy, but there is some kind of issue, it said it "was not updated completely" or something. i ran it through the file doctor, but now it wants me to update again, but there are at least 2 errors in updates. | 2:02:15 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:02:16 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:02:16 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 2:02:34 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 2:02:39 AM |
| ricky pais | thank you | 2:03:12 AM |
| Anjainay Singh | I understand your concern and assure you the complete resolution for the issue. | 2:04:36 AM |
| | Could you please confirm your server name? | 2:04:59 AM |
| ricky pais | HSProSerie.myrealdata.net | 2:05:13 AM |
| Anjainay Singh | Thankyou for your confirmation. | 2:05:56 AM |
| | I am verifying the QuickBooks update at my end. (Edited) | 2:06:56 AM |
| ricky pais | ok, please do not reset the server. there are several people working in it. if it needs updated, please wait for tonight. | 2:07:34 AM |

| | | |
|----------------|--|------------|
| Anjainay Singh | Sure as I can see QB need to be updated Ricky, and as you informed me to update it in night hours I will schedule the update accordingly and once it is done we will inform you over an email. | 2:08:32 AM |
| ricky pais | thank you, once the update is done. please verify the 2 errors in "critical fixes" and "maintenance releases" are both resolved. | 2:09:23 AM |
| Anjainay Singh | Sure I will do that for you. | 2:09:25 AM |
| ricky pais | thank you | 2:09:31 AM |
| Anjainay Singh | Ricky, Is there anything else I may help you with? | 2:09:32 AM |
| ricky pais | no, hopefully not and this will hopefully resolve the issue with the quickbooks file. thank you | 2:09:51 AM |
| Anjainay 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. | 2:09:52 AM |
| ricky pais | ok | 2:09:58 AM |
| Anjainay Singh | I will take care of it. | 2:10:06 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:10:11 AM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 2:10:20 AM |
| | <i>Anjainay Singh has ended this chat session</i> | 2:10:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 9:51:23 AM

#81309 Lavanya Keetha

Email: lavanya@smsolutionsinc.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: GOLCONDA

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 29 Mins 31 Secs

| | | |
|----------------|--|-------------------|
| Lavanya Keetha | Hello, I am your Acebuddy | 9 Sep, 9:51:24 AM |
| Acebuddy | Hello Lavanya Keetha, I'm your Ace Buddy. I'll be happy to assist you! | 9:51:25 AM |
| | Whom Would You Like to Connect With? | 9:51:25 AM |
| Lavanya Keetha | Technical Support (QB & App Hosting) | 9:52:20 AM |
| Acebuddy | Welcome to Ace Support. | 9:52:20 AM |
| | Please chose an option : | 9:52:20 AM |
| Lavanya Keetha | I'd like to report an Issue | 9:52:28 AM |
| Acebuddy | Please select an option! | 9:52:29 AM |
| Lavanya Keetha | QuickBooks Issue | 9:52:33 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:52:34 AM |
| Lavanya Keetha | QuickBooks Login Issue | 9:52:41 AM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 9:52:41 AM |
| | Was that helpful? | 9:52:41 AM |
| Lavanya Keetha | No | 9:52:49 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 9:52:49 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:52:49 AM |
| | <i>9:52:53 AM Lavanya Keetha is sharing a file with you 1_image.png - (Size:84.63 KB)</i> | 9:52:53 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 9:53:02 AM |
| | <i>Shubham Kataria is transferring the chat to Rohan.</i> | 9:53:12 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 9:53:16 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 9:53:21 AM |
| Lavanya Keetha | Hi Rohan, Please. | 9:53:33 AM |
| Rohan | Hello Lavanya, how are you doing today ? | 9:53:42 AM |
| Lavanya Keetha | doing good. | 9:54:06 AM |
| Rohan | I will surely help you with this issue. | 9:54:24 AM |
| Lavanya Keetha | thank you | 9:54:32 AM |
| Rohan | Kindly allow me 4-5 minutes to check the same. | 9:54:36 AM |
| Lavanya Keetha | Okay | 9:54:41 AM |
| Rohan | May I take the remote access of your local computer? | 9:56:01 AM |

| | | |
|----------------|---|-------------|
| Lavanya Keetha | yes, you can | 9:56:16 AM |
| Rohan | Prior providing the access, I would suggest you to close any important documents at your end. | 9:56:22 AM |
| Lavanya Keetha | sure | 9:56:30 AM |
| Rohan | Kindly Copy and Paste the below in any browser of your Local PC and Join the session | 9:57:19 AM |
| | https://assist.acecloudhosting.com/join/2532312723 | 9:57:20 AM |
| | Lavanya, Are you there? | 10:18:28 AM |
| | I wanted to inform you that I have confirmed your existing password is not correct and this user is not enrolled in the Self-Care Portal. Therefore, either Venugopal Mukkavilli can reset the password directly, or he can send us an email authorizing the reset. We will be waiting for the email. | 10:20:50 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:20:53 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! | 10:20:55 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Rohan has ended this chat session</i> | 10:20:56 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 6:14:32 PM

#81231 aprasla

Email: aprasla@anishcpa.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: MIRA ROAD

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 6 Mins

| | | |
|----------------|--|-------------------|
| aprasla | Hello, I am your Acebuddy | 6 Sep, 6:14:33 PM |
| Acebuddy | Hello Aziz, I'm your Ace Buddy. I'll be happy to assist you! | 6:14:35 PM |
| | Whom Would You Like to Connect With? | 6:14:35 PM |
| aprasla | VDI/DaaS Support | 6:14:41 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 6:14:41 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:14:41 PM |
| aprasla | hi | 6:14:45 PM |
| | <i>Sushant accepted the chat transfer request.</i> | 6:15:01 PM |
| | Rdp not working | 6:15:49 PM |
| Sushant | Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today. - - | 6:16:18 PM |
| | May I know your company name please. | 6:16:40 PM |
| aprasla | anishkarediallc | 6:16:48 PM |
| | hello | 6:17:59 PM |
| Sushant | yes | 6:18:14 PM |
| | Please wait while we connect you to our concern team. | 6:18:46 PM |
| aprasla | OK | 6:18:50 PM |
| | <i>Sushant is transferring the chat to Support(QB & App Hosting).</i> | 6:19:53 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 6:19:59 PM |
| | Hi | 6:20:08 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 6:20:24 PM |
| aprasla | K | 6:20:30 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:20:41 PM |
| aprasla | Azizalip | 6:21:09 PM |
| Shubham Maurya | Okay, Is this your username? | 6:22:37 PM |

| | | |
|----------------|--|------------|
| aprasla | yes | 6:22:47 PM |
| Shubham Maurya | Thanks for sharing username, please can you also share your server name so that we can fetch your right account. | 6:23:28 PM |
| aprasla | anishkarediallc | 6:24:28 PM |
| Shubham Maurya | Thanks for the details Aziz, Please allow me few minutes to check. | 6:25:27 PM |
| aprasla | Anishkarediallc.myrealdata.net | 6:25:29 PM |
| Shubham Maurya | Thanks for the patience Aziz, please do let me know the error or issue which you are facing while connecting with RDP. | 6:29:17 PM |
| aprasla | Not Working Properly Very Slow | 6:30:05 PM |
| Shubham Maurya | From how long you are facing this issue and how many users are facing same issue please do let me know? | 6:30:55 PM |
| aprasla | Not Able to Do My Work | 6:31:08 PM |
| | From Today | 6:31:39 PM |
| Shubham Maurya | Is there any error message while preforming the task on server? | 6:32:35 PM |
| aprasla | No | 6:33:17 PM |
| Shubham Maurya | May I take the remote access of your local computer? | 6:33:36 PM |
| aprasla | yes | 6:33:53 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/5012647548 | 6:35:02 PM |
| | May I take the remote access of your local computer? | 6:35:11 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 6:35:16 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:36:00 PM |
| | Your screen 1 is not visible please can you disconnect it for a while? | 6:38:47 PM |
| | Please try to use it now. | 6:42:58 PM |
| aprasla | still not working | 6:44:31 PM |
| Shubham Maurya | Your screen 1 again grayed out, please bring browser tab on screen 2. | 6:46:46 PM |
| aprasla | r u there | 7:16:40 PM |
| | <i>7:19:00 PM Shubham Maurya is sharing a file with you image.png - (Size:679 Bytes)</i> | 7:19:00 PM |
| | <i>Please check this sign which shown the network connectivity, it's showing full at our end.</i> | |
| | <i>aziz has ended this chat session</i> | 7:20:42 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 12:05:40 AM

#81761 Heather Nicklow

Email: heather@amc-pa.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: NEW EAGLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 37 Secs

| | | |
|-----------------|---|---------------------|
| Heather Nicklow | Hello, I am your Acebuddy | 22 Sep, 12:05:41 AM |
| Acebuddy | Hello Heather Nicklow, I'm your Ace Buddy. I'll be happy to assist you! | 12:05:42 AM |
| | Whom Would You Like to Connect With? | 12:05:42 AM |
| Heather Nicklow | Technical Support (QB & App Hosting) | 12:06:52 AM |
| Acebuddy | Welcome to Ace Support. | 12:06:52 AM |
| | Please chose an option : | 12:06:52 AM |
| Heather Nicklow | I'd like to raise a Request | 12:07:40 AM |
| Acebuddy | Please select your request type. | 12:07:40 AM |
| Heather Nicklow | Setup Ace Server | 12:07:47 AM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 12:07:47 AM |
| Heather Nicklow | Microsoft Windows | 12:07:56 AM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 12:07:56 AM |
| | Do you need any further assistance on the topic? | 12:07:56 AM |

| | | |
|-----------------|---|-------------|
| Heather Nicklow | Yes | 12:08:07 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:08:07 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:08:07 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 12:08:57 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 12:09:00 AM |
| | Hello Heather | 12:09:06 AM |
| | I will surely help you with this issue. | 12:10:29 AM |
| | May I take the remote access of your local computer? | 12:10:34 AM |
| | Are we still connected here? | 12:12:16 AM |
| | Are we still connected here? | 12:13:42 AM |
| | Are we still connected here? | 12:15:02 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:16:16 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 12:16:18 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 10:19:27 PM

#81987 hairong shi

Email: hairong@lugranite.com ☎ 15592989998

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: CLOVIS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 50 Secs

| | | |
|----------------|--|---------------------|
| hairong shi | Hello, I am your Acebuddy | 26 Sep, 10:19:27 PM |
| Acebuddy | Hello Hairong Shi, I'm your Ace Buddy. I'll be happy to assist you! | 10:19:28 PM |
| | Whom Would You Like to Connect With? | 10:19:28 PM |
| hairong shi | Technical Support (QB & App Hosting) | 10:19:41 PM |
| Acebuddy | Welcome to Ace Support. | 10:19:41 PM |
| | Please chose an option : | 10:19:41 PM |
| hairong shi | I'd like to report an Issue | 10:19:50 PM |
| Acebuddy | Please select an option! | 10:19:50 PM |
| hairong shi | Password Reset | 10:19:56 PM |
| Acebuddy | Please select an option below | 10:19:56 PM |
| hairong shi | Not Enrolled to Selfcare Portal | 10:20:07 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. | 10:20:07 PM |
| | Do you need any further assistance on the topic? | 10:20:07 PM |
| hairong shi | Yes | 10:20:54 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 10:20:54 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:20:54 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 10:21:06 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 10:21:10 PM |
| | Hello | 10:21:15 PM |
| | How are you? | 10:21:18 PM |
| hairong shi | hello | 10:21:20 PM |
| | i did not request a password reset | 10:21:41 PM |
| | but i received a email said my password has been reset, now i can not login | 10:22:24 PM |
| Shashwat Verma | Could you please share me the email screenshot? | 10:22:33 PM |
| | Okay | 10:22:40 PM |
| hairong shi | ok, hold on | 10:22:51 PM |
| Shashwat Verma | Also please share your username? | 10:23:38 PM |
| | Are we still connected here? | 10:27:14 PM |
| | Are we still connected here? | 10:30:06 PM |

As checked you are connected on another chat.

10:31:15 PM

Shashwat Verma has ended this chat session

10:31:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 11:52:21 PM

#81285 Palash Agrawal

Email: palash.agrawal@taxsamaritan.com

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: 3 Mins 6 Secs

City: CHATUA

State: Madhya Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 23 Mins 7 Secs

| | | |
|----------------|--|--------------------|
| Palash Agrawal | Hello, I am your Acebuddy | 8 Sep, 11:52:21 PM |
| Acebuddy | Hello Palash Agrawal, I'm your Ace Buddy. I'll be happy to assist you! | 11:52:22 PM |
| | Whom Would You Like to Connect With? | 11:52:22 PM |
| Palash Agrawal | Technical Support (QB & App Hosting) | 11:52:34 PM |
| Acebuddy | Welcome to Ace Support. | 11:52:34 PM |
| | Please chose an option : | 11:52:34 PM |
| Palash Agrawal | I'd like to report an Issue | 11:52:42 PM |
| Acebuddy | Please select an option! | 11:52:42 PM |
| Palash Agrawal | Other Issue | 11:52:47 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:52:47 PM |

| | | |
|----------------|---|--------------------|
| Palash Agrawal | Remote Desktop is not working | 11:53:05 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:53:05 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:53:05 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 11:53:19 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 11:53:23 PM |
| | Hello Palash , how are you doing | 11:53:35 PM |
| Palash Agrawal | Im good | 11:53:43 PM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:53:58 PM |
| Palash Agrawal | sure | 11:54:06 PM |
| | where is server name | 11:54:50 PM |
| Sanyam Madan | May I take the remote access of your local computer? | 11:55:02 PM |
| Palash Agrawal | yes | 11:55:43 PM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. | 11:55:56 PM |
| | https://assist.acecloudhosting.com/join/4802093797 | 11:55:58 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 11:56:01 PM |
| Palash Agrawal | done | 11:57:55 PM |
| Sanyam Madan | Is there anything else I may help you with ? | 9 Sep, 12:15:04 AM |
| Palash Agrawal | no thanks | 12:15:20 AM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 12:15:21 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:15:26 AM |
| | <i>Sanyam Madan has ended this chat session</i> | 12:15:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 12:17:39 AM

#82054 arinehart

Email: arinehart@mescherlaw.com ☎ 13094445990

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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 38 Secs

| | | |
|-----------|--|---------------------|
| arinehart | Hello, I am your Acebuddy | 30 Sep, 12:17:39 AM |
| Acebuddy | Hello Arinehart, I'm your Ace Buddy. I'll be happy to assist you! | 12:17:40 AM |
| | Whom Would You Like to Connect With? | 12:17:40 AM |
| arinehart | Technical Support (QB & App Hosting) | 12:17:58 AM |
| Acebuddy | Welcome to Ace Support. | 12:17:58 AM |
| | Please chose an option : | 12:17:58 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 12:53:18 AM |
| | <i>Ended due to chat idle timeout</i> | 12:53:18 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 2:08:12 AM

#81185 Darren Story

Email: darren@strong.ag 14156097482

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: 15 Secs

City: WATSONVILLE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 2 Secs

| | | |
|--------------|---|-------------------|
| Darren Story | Hello, I am your Acebuddy | 5 Sep, 2:08:13 AM |
| Acebuddy | Hello Darren Story, I'm your Ace Buddy. I'll be happy to assist you! | 2:08:13 AM |
| | Whom Would You Like to Connect With? | 2:08:13 AM |
| Darren Story | Technical Support (QB & App Hosting) | 2:08:22 AM |
| Acebuddy | Welcome to Ace Support. | 2:08:22 AM |
| | Please chose an option : | 2:08:22 AM |
| Darren Story | I'd like to report an Issue | 2:08:28 AM |
| Acebuddy | Please select an option! | 2:08:28 AM |
| Darren Story | Other Issue | 2:08:42 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:08:42 AM |
| Darren Story | This Ace Connect sucks. I can't resize the window | 2:08:56 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:08:57 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:08:57 AM |
| | <i>Gaurav kumar declined the transfer request.</i> | 2:09:06 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 2:09:12 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 2:09:17 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:09:20 AM |
| Darren Story | DarrenStory | 2:09:40 AM |
| | SAMIInc | 2:09:46 AM |
| Yash Kalra | Hello Darren, Kindly allow me two minutes to check the same. | 2:10:07 AM |
| | May I take the remote access of your local computer in order to resolve the issue? | 2:10:41 AM |
| Darren Story | yes | 2:10:47 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 2:11:00 AM |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6112431622 | 2:11:06 AM |
| | Darren, we assisted you regarding resizing server window. | 2:21:09 AM |

Is there anything else I may help you with ? (Edited)

Are we still connected here?

2:21:24 AM

Are we still connected here?

2:23:35 AM

Are we still connected here?

2:25:10 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.

2:25:13 AM

Yash Kalra has ended this chat session

2:25:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 11:49:56 PM

#81553 sabino

Email: sabino@kevinbarry.com 8184471400

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PANORAMA CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 24 Secs

| | | |
|----------|--|---------------------|
| sabino | Hello, I am your Acebuddy | 15 Sep, 11:49:58 PM |
| Acebuddy | Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you! | 11:49:58 PM |
| | Whom Would You Like to Connect With? | 11:49:58 PM |
| sabino | Technical Support (QB & App Hosting) | 11:50:37 PM |
| Acebuddy | Welcome to Ace Support. | 11:50:37 PM |
| | Please chose an option : | 11:50:37 PM |

| | | |
|----------|---|---------------------|
| sabino | I'd like to raise a Request | 11:50:47 PM |
| Acebuddy | Please select your request type. | 11:50:47 PM |
| sabino | Application Version Upgrade | 11:51:17 PM |
| Acebuddy | Please select the application you would like to upgrade : | 11:51:17 PM |
| sabino | Other Application | 11:51:23 PM |
| Acebuddy | To begin the installation process, please download the setup file from your application portal and save it to your server desktop. Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com. | 11:51:23 PM |
| | Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time. | 11:51:23 PM |
| | Do you need any further assistance on the topic? | 11:51:23 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. | 16 Sep, 12:22:22 AM |
| | <i>Ended due to chat idle timeout</i> | 12:22:22 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 6:26:58 PM

#81628 Brian Brian Bugagga

Email: bbugagga@isumail.ac.ug 256773065866

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: SEGUKU

State: Central

Country: UGANDA

Chat Transcript

| | | |
|---------------------|---|--|
| Brian Brian Bugagga | Hello, I am your Acebuddy | 17 Sep, 6:26:59 PM |
| Acebuddy | Hello Consolate Gabriella Wangwe, I'm your Ace Buddy. I'll be happy to assist you! | 6:27:00 PM |
| | Whom Would You Like to Connect With? | 6:27:00 PM |
| Brian Brian Bugagga | Managed IT | 6:28:28 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 6:28:28 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:28:28 PM |
| | <i>Suneetha Barre accepted the chat transfer request.</i> | 6:28:38 PM |
| Brian Brian Bugagga | Hello Suneetha Barre | 6:28:51 PM |
| | Thank you for joining me on the chat today | 6:29:08 PM |
| Suneetha Barre | Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you? | 6:29:14 PM |
| Brian Brian Bugagga | One of our Quickbooks users forgot their password could you please assist with the reset? If I share the user rdp session? | 6:29:35 PM 6:29:55 PM 6:30:07 PM |
| Suneetha Barre | Hello Gabriella I will surely assist you on this Kindly confirm your business name | 6:30:09 PM 6:30:34 PM |
| Brian Brian Bugagga | myrealdata\DanielGro - that is the user Account Name: International School of Uganda Please give me a minute | 6:35:14 PM 6:35:28 PM |
| Suneetha Barre | Thank you for sharing the details. Kindly allow me to transfer this chat to concerned team | 6:35:42 PM 6:35:57 PM |
| | <i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i> | 6:36:08 PM |
| Brian Brian Bugagga | alright Suneetha thank you | 6:36:10 PM 6:36:12 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 6:36:54 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. kindly allow me 2 minutes to check the same (Edited) | 6:37:00 PM 6:37:33 PM |
| Brian Brian Bugagga | Hello Sanyam Thank you very much | 6:39:14 PM 6:39:23 PM |
| | <i>The visitor's name, email address and phone number were changed.</i> | 6:41:37 PM |
| Sanyam Madan | The user you mentioned has been disabled due to inactivity. You can either ask Brian Bugagga (POC) | 6:41:40 PM |

| | | |
|---------------------|---|------------|
| | to enable the user via MyPortal, or we can assist you with this. | |
| | We can also assist you how to Manage MyPortal from your end by taking remote access | 6:44:49 PM |
| | Are we still connected here? | 6:46:14 PM |
| Brian Brian Bugagga | Hello Sanyam | 6:46:55 PM |
| | I was in touch with Brian - he was in for a meetin | 6:47:09 PM |
| | I think I have figured out how to - is this the right place | 6:47:27 PM |
| Sanyam Madan | Please send us an email from the registered email address(bbugagga@isumail.ac.ug) at support@acecloudhosting.com so that we could proceed further with the request. | 6:48:54 PM |
| | We will do it right away as soon as we recieve the mail | 6:49:43 PM |
| | <i>6:51:35 PM Brian Brian Bugagga is sharing a file with you image.png - (Size:478.53 KB)</i> | 6:51:35 PM |
| | <i>Is this right?</i> | |
| Brian Brian Bugagga | is that where the change need to happen? | 6:51:43 PM |
| Sanyam Madan | May I take the remote access of your local computer? so that i can guide you further in the process | 6:52:20 PM |
| | yes | 6:52:28 PM |
| Brian Brian Bugagga | thank you so much | 6:53:07 PM |
| Sanyam Madan | Have you figured out the process? | 6:54:45 PM |
| Brian Brian Bugagga | I think we are good now | 6:55:01 PM |
| | thank you | 6:55:07 PM |
| Sanyam Madan | Is there anything else I may help you with ? | 6:55:07 PM |
| Brian Brian Bugagga | for your guidance | 6:55:10 PM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 6:55:19 PM |
| Brian Brian Bugagga | I appreciate your patience as well | 6:55:21 PM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 6:55:26 PM |
| Brian Brian Bugagga | absolutely | 6:55:29 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 6:55:30 PM |



Chat Transcript

Hello, I am your Acebuddy

11 Sep, 9:21:19 PM

Visitor Details

#81431 Jay Thakor

Email: jay@hfcplic.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 29 Mins 21 Secs

Chat Transcript

| | | |
|------------|--|--------------------|
| Jay Thakor | Hello, I am your Acebuddy | 11 Sep, 9:21:19 PM |
| Acebuddy | Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you! | 9:21:20 PM |
| | Whom Would You Like to Connect With? | 9:21:20 PM |
| Jay Thakor | Technical Support (QB & App Hosting) | 9:21:37 PM |
| Acebuddy | Welcome to Ace Support. | 9:21:37 PM |
| | Please chose an option : | 9:21:37 PM |
| Jay Thakor | I'd like to report an Issue | 9:21:43 PM |
| Acebuddy | Please select an option! | 9:21:44 PM |
| Jay Thakor | QuickBooks Issue | 9:21:47 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:21:47 PM |
| Jay Thakor | QuickBooks Login Issue | 9:21:59 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 | 9:21:59 PM |
| | Was that helpful? | 9:21:59 PM |
| Jay Thakor | No | 9:22:05 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 9:22:05 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:22:05 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:22:11 PM |

| | | |
|--------------------|---|------------|
| Jay Thakor | Hi Sujeeet | 9:22:16 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today. | 9:22:17 PM |
| | Hello Jay | 9:22:20 PM |
| | How are you doing? | 9:22:34 PM |
| Jay Thakor | I am unable to login into QBD | 9:22:41 PM |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:23:07 PM |
| Jay Thakor | Doing great | 9:23:20 PM |
| | Server Name : HFCPA.myrealdatal.net User Name : Jay | 9:23:36 PM |
| | How about you? | 9:23:37 PM |
| Sujeet Kumar Suman | I'm doing well, thank you for asking | 9:23:58 PM |
| | Thank you for the information and allow 2 minutes to check the same. | 9:24:13 PM |
| Jay Thakor | Ok | 9:24:20 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 9:25:06 PM |
| | Are you encountering any errors when trying to access it? | 9:25:08 PM |
| Jay Thakor | Yes | 9:26:04 PM |
| Sujeet Kumar Suman | Could you please share a screenshot of the prompt that appears when you click on it? | 9:26:15 PM |
| Jay Thakor | When I tried to open the QB file, it's required windows administrator password. | 9:26:32 PM |
| | I tried to upload an image but it's bnot uploading. | 9:28:01 PM |
| | I am unsure what needs to be done | 9:28:03 PM |
| | <i>9:28:27 PM Jay Thakor is sharing a file with you</i> <u>1_image.png</u> - (Size:41.13 KB) | 9:28:27 PM |
| Sujeet Kumar Suman | Are you the only one experiencing this issue, or are others affected as well? | 9:28:27 PM |
| | Thank you for the screenshot. | 9:28:41 PM |
| Jay Thakor | Yes, I am only one who is affecting this issue | 9:29:08 PM |
| | <i>9:29:38 PM Jay Thakor is sharing a file with you</i> <u>image.png</u> - (Size:41.13 KB) | 9:29:38 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 9:32:15 PM |
| Jay Thakor | Ok | 9:32:41 PM |
| | Can I open the File now? | 9:33:06 PM |
| Sujeet Kumar Suman | We have made some changes from the backend. Kindly guide all users to log out from the server, as we need to reboot it from the backend to apply these changes. | 9:34:40 PM |
| Jay Thakor | Because I don't have access of all user. | 9:35:33 PM |
| | | 9:35:37 PM |

| | | |
|--------------------|---|------------|
| | Sorry!! | |
| Sujeet Kumar Suman | Okay, let me message you on the server. | 9:35:57 PM |
| Jay Thakor | Ok | 9:36:04 PM |
| | As I can't guide all the users to log out from server. | 9:36:16 PM |
| Sujeet Kumar Suman | Kindly allow me two minutes. | 9:37:03 PM |
| Jay Thakor | Okk | 9:37:14 PM |
| | Ok | 9:37:29 PM |
| Sujeet Kumar Suman | We have sent a message to all users and are waiting for them to log off from the server | 9:39:20 PM |
| | We have rebooted the server from the backend. We will inform you once it is back online." | 9:44:50 PM |
| | Thank you for your patience and cooperation with us. | 9:44:57 PM |
| | Are we still connected here? | 9:46:28 PM |
| | This message has been deleted | 9:46:46 PM |
| | Are we still connected here? | 9:48:05 PM |
| | Are we still connected here? | 9:50:03 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 9:50:10 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 9:50:41 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 3:35:10 PM

#81194 George Fowler

Email: gpmfowler@gmail.com **Phone:** 8478991763

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 37 Secs

| | | |
|---------------------|--|-------------------|
| George Fowler | Hello, I am your Acebuddy | 5 Sep, 3:35:11 PM |
| Acebuddy | Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you! | 3:35:12 PM |
| | Whom Would You Like to Connect With? | 3:35:12 PM |
| George Fowler | Technical Support (QB & App Hosting) | 3:35:49 PM |
| Acebuddy | Welcome to Ace Support. | 3:35:49 PM |
| | Please chose an option : | 3:35:49 PM |
| George Fowler | I'd like to report an Issue | 3:35:55 PM |
| Acebuddy | Please select an option! | 3:35:55 PM |
| George Fowler | QuickBooks Issue | 3:37:05 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 3:37:05 PM |
| George Fowler | Other QB related issue | 3:41:24 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:41:24 PM |
| George Fowler | company file not appearing | 3:43:38 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:43:40 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:43:40 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 3:43:49 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 3:44:04 PM |
| | I deeply apologize for the inconvenience caused to you. | 3:44:15 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 3:44:26 PM |
| George Fowler | candleelite | 3:45:21 PM |
| | george fowler | 3:45:23 PM |
| Vikas Singh Chauhan | Thanks for the confirmation ! | 3:46:01 PM |
| | Are you getting any error while opening the company file ? | 3:46:31 PM |
| | If yes, please share the error message or screenshot of error. | 3:46:50 PM |
| George Fowler | i am not see the company file in my list | 3:47:20 PM |
| | can you help me add it? | 3:47:24 PM |

| | | |
|---------------------|--|------------|
| Vikas Singh Chauhan | Sure, what is the name of the company file ? | 3:48:21 PM |
| George Fowler | Candlelite Holdings | 3:49:11 PM |
| Vikas Singh Chauhan | Okay, Thank you | 3:49:33 PM |
| | May I take the remote access of your local computer? | 3:49:41 PM |
| George Fowler | yes | 3:50:13 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 3:50:22 PM |
| | https://assist.acecloudhosting.com/join/1162404267 | 3:50:45 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 3:51:01 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. | 3:59:47 PM |
| | Is there anything else I may help you with ? | 4:16:27 PM |
| | Are we still connected here? | 4:18:13 PM |
| | Are we still connected here? | 4:19:07 PM |
| | Are we still connected here? | 4:20:12 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. | 4:21:39 PM |
| | Have a good one. | 4:21:45 PM |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 4:21:48 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:36:32 PM

#82042 info

Email: info@brkimcpa.com ☎ 9729724930

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: 59 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 45 Secs

| | | |
|----------|--|--------------------|
| info | Hello, I am your Acebuddy | 29 Sep, 9:36:32 PM |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 9:36:33 PM |
| | Whom Would You Like to Connect With? | 9:36:33 PM |
| info | Technical Support (QB & App Hosting) | 9:36:41 PM |
| Acebuddy | Welcome to Ace Support. | 9:36:41 PM |
| | Please chose an option : | 9:36:41 PM |
| info | I'd like to raise a Request | 9:36:58 PM |
| Acebuddy | Please select your request type. | 9:36:58 PM |
| info | Password Reset | 9:37:06 PM |
| Acebuddy | Please select an option below | 9:37:06 PM |
| info | Not Enrolled to Selfcare Portal | 9:37:48 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. | 9:37:48 PM |
| | Do you need any further assistance on the topic? | 9:37:48 PM |
| info | Restart | 9:38:02 PM |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 9:38:02 PM |
| | Whom Would You Like to Connect With? | 9:38:02 PM |
| info | Technical Support (QB & App Hosting) | 9:38:08 PM |
| Acebuddy | Welcome to Ace Support. | 9:38:08 PM |
| | Please chose an option : | 9:38:08 PM |
| info | I'd like to raise a Request | 9:38:15 PM |
| Acebuddy | Please select your request type. | 9:38:15 PM |
| info | Other Request | 9:38:22 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. | 9:38:22 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 9:38:22 PM |

| | | | |
|--------------|------|---|------------|
| | info | Yes, I'm facing issues with my server | 9:38:32 PM |
| Acebuddy | | Please select an option! | 9:38:32 PM |
| | info | Other Issue | 9:38:36 PM |
| Acebuddy | | Please specify the issue you are facing before I connect you to an available support representative! | 9:38:37 PM |
| | info | Password Expiry Notice showing | 9:39:02 PM |
| Acebuddy | | Please wait while we connect you to a Support Representative | 9:39:03 PM |
| | | <i>Acebuddy (bot) forwarded the chat request</i> | 9:39:03 PM |
| | | <i>Manish Singh accepted the chat transfer request.</i> | 9:40:28 PM |
| Manish Singh | | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 9:40:35 PM |
| | info | Hello, I haven't signed in for a while, forgot the answers for the questions (password reset) | 9:41:28 PM |
| Manish Singh | | I will surely help you with this issue. | 9:41:48 PM |
| | | Kindly allow me two minutes to check the same. | 9:41:56 PM |
| | info | thanks you | 9:41:57 PM |
| Manish Singh | | Kindly help me with your user name? | 9:43:11 PM |
| | info | Acct2016 | 9:43:21 PM |
| | | I'm little confused | 9:44:02 PM |
| | | I think there are user name and account name | 9:44:18 PM |
| | | <i>9:44:56 PM Manish Singh is sharing a file with you image.png - (Size:35.56 KB)</i> | 9:44:56 PM |
| | | Jung Mi is my name, and the user name | 9:45:02 PM |
| Manish Singh | | Kindly let me know which one is yours | 9:45:06 PM |
| | info | Jung.M | 9:45:26 PM |
| | | is the one | 9:45:29 PM |
| Manish Singh | | Kindly allow me two minutes to check the same. | 9:45:56 PM |
| | info | okay | 9:46:03 PM |
| Manish Singh | | May I know if you are trying to reset password via Myportal or Selfcare portal? (Edited) | 9:47:39 PM |
| | info | I'm not sure, I just want to reset password for Jung.M | 9:48:51 PM |
| Manish Singh | | May I take the remote access of your local computer? | 9:49:37 PM |
| | info | Yes | 9:49:57 PM |
| Manish Singh | | https://assist.acecloudhosting.com/join/7602932047 | 9:50:36 PM |
| | | Prior providing the access, I would suggest you to close any important documents at your end. | 9:50:45 PM |
| | | Kindly paste this link in the browser of local computer and join the session. | 9:50:52 PM |

| | | |
|--------------|--|-------------|
| info | Thanks | 9:51:35 PM |
| | I have joined the session | 9:53:21 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. | 9:55:38 PM |
| | As the issue is resolved. | 10:01:50 PM |
| | Is there anything else I may help you with ? | 10:01:53 PM |
| info | no sir | 10:02:00 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 10:02:05 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:02:10 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 10:02:14 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Manish Singh has ended this chat session</i> | 10:02:17 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 10:53:39 PM

#81601 steven

Email: steven@lynncpas.com 17204703581

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: 40 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 32 Secs

| | | |
|----------------------|--|---------------------|
| steven | Hello, I am your Acebuddy | 16 Sep, 10:53:40 PM |
| Acebuddy | Hello Steven, I'm your Ace Buddy. I'll be happy to assist you! | 10:53:41 PM |
| | Whom Would You Like to Connect With? | 10:53:41 PM |
| steven | Technical Support (QB & App Hosting) | 10:53:47 PM |
| Acebuddy | Welcome to Ace Support. | 10:53:47 PM |
| | Please chose an option : | 10:53:47 PM |
| steven | I'd like to raise a Request | 10:53:53 PM |
| Acebuddy | Please select your request type. | 10:53:54 PM |
| steven | Other Request | 10:54:11 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. | 10:54:11 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:54:11 PM |
| steven | Yes, I'm facing issues with my server | 10:54:22 PM |
| Acebuddy | Please select an option! | 10:54:22 PM |
| steven | Other Issue | 10:54:26 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:54:26 PM |
| steven | I need an application to be uninstalled and re installed immedietly | 10:54:48 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:54:49 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:54:49 PM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 10:54:52 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 10:55:01 PM |
| | I deeply apologize for the inconvenience caused to you. | 10:55:12 PM |
| steven | I have my tax software provider on the phone currently and am trying to get a program to be uninstalled and reinstalled | 10:55:34 PM |
| | the program is Lacerte Tax Planner 2024 and I need it done right now because I have the other tech support on the phone | 10:56:04 PM |
| Abhay Kumar | | 10:56:15 PM |

| | | |
|----------------------|---|-------------|
| Saraswat | Okay. | |
| | I will be surely assisting you with this. | 10:56:23 PM |
| | Is this for account: Lynn CPAs LLC ? | 10:56:34 PM |
| steven | yes | 10:56:43 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 10:56:48 PM |
| | Would you like me to uninstall Lacerte Tax Planner 2024 and reinstall it? | 10:58:35 PM |
| steven | yes | 10:58:59 PM |
| Abhay Kumar Saraswat | Kindly allow me two minutes to jump on your server. | 10:59:20 PM |
| steven | ok | 10:59:25 PM |
| Abhay Kumar Saraswat | Please stay with me. | 10:59:39 PM |
| steven | ok | 11:00:10 PM |
| | any issues? | 11:02:24 PM |
| Abhay Kumar Saraswat | Thank you for your patience. | 11:02:52 PM |
| | I'm going to uninstall it first and it will take some time. | 11:03:25 PM |
| | I'll keep you updated. | 11:03:31 PM |
| | Steven, could you please logged out from the Lacerte 2024 ? | 11:05:43 PM |
| | <i>11:05:51 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:3.19 KB)</i> | 11:05:51 PM |
| | It is running under your profile. | 11:05:58 PM |
| | I'm getting an error while uninstalling that someone on server using Lacerte 2024 . | 11:06:35 PM |
| steven | lacerte 2024 is logged out | 11:06:36 PM |
| | I dont need lacerte uninstalled just the planner | 11:06:52 PM |
| Abhay Kumar Saraswat | Yes, they both are interconnected. | 11:07:49 PM |
| steven | I am not logged into either | 11:08:08 PM |
| Abhay Kumar Saraswat | Great, let me proceed further then. | 11:08:44 PM |
| steven | Ok it should be all logged out | 11:09:20 PM |
| Abhay Kumar Saraswat | I can see you still logged in on server. | 11:10:02 PM |
| | Let me logged you out from the server. | 11:10:13 PM |
| steven | ok thats fine | 11:10:25 PM |
| Abhay Kumar Saraswat | Please save your unsaved work. | 11:10:37 PM |

| | | |
|----------------------|--|-------------|
| steven | ok | 11:11:11 PM |
| Abhay Kumar Saraswat | Please confirm, so I can log you out from the server. | 11:11:29 PM |
| steven | its good to go i will lose you however because the chat is in the server | 11:11:48 PM |
| Abhay Kumar Saraswat | You can initiate another chat from your local PC, I'll disconnect this and join the other one. | 11:12:37 PM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 11:17:12 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 9:45:58 PM

#82087 jean duvall

Email: jean@marinecitycontracting.com 18105313586

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: WEST BLOOMFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Secs

| | | |
|-------------|---|--------------------|
| jean duvall | Hello, I am your Acebuddy | 30 Sep, 9:45:59 PM |
| Acebuddy | Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you! | 9:46:00 PM |
| | Whom Would You Like to Connect With? | 9:46:00 PM |
| jean duvall | Technical Support (QB & App Hosting) | 9:46:06 PM |
| Acebuddy | Welcome to Ace Support. | 9:46:06 PM |
| | Please choose an option : | 9:46:06 PM |

| | | |
|-------------|--|------------|
| jean duvall | I'd like to report an Issue | 9:46:13 PM |
| Acebuddy | Please select an option! | 9:46:13 PM |
| jean duvall | QuickBooks Issue | 9:46:19 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:46:19 PM |
| jean duvall | QuickBooks Update | 9:46:24 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. | 9:46:24 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. | 9:46:24 PM |
| | Do you need any further assistance on the topic? | 9:46:24 PM |
| jean duvall | No | 9:46:45 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 9:46:45 PM |
| | <i>Acebuddy has ended this chat session</i> | 9:46:45 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 2:24:39 AM

#81145 Tony Lee

Email: support@claccounting.tax 19097189780

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: 27 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

| | | |
|----------------|---|-------------------|
| Tony Lee | Hello, I am your Acebuddy | 4 Sep, 2:24:40 AM |
| Acebuddy | Hello Tien Hao Lee, I'm your Ace Buddy. I'll be happy to assist you! | 2:24:41 AM |
| | Whom Would You Like to Connect With? | 2:24:41 AM |
| Tony Lee | Technical Support (QB & App Hosting) | 2:24:44 AM |
| Acebuddy | Welcome to Ace Support. | 2:24:44 AM |
| | Please chose an option : | 2:24:44 AM |
| Tony Lee | I'd like to raise a Request | 2:24:49 AM |
| Acebuddy | Please select your request type. | 2:24:50 AM |
| Tony Lee | Application Update | 2:24:56 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. | 2:24:56 AM |
| | Typically, the application update is performed overnight. | |
| | Do you need any further assistance on the topic? | 2:24:56 AM |
| Tony Lee | Yes | 2:25:06 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 2:25:06 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:25:06 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 2:25:17 AM |
| Tony Lee | I need to update 2024 Lacerte | 2:25:19 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 2:25:22 AM |
| Tony Lee | CLaccounting.myrealdatal.net | 2:25:27 AM |
| Anjainay Singh | Hello Tien , How are you? | 2:26:12 AM |
| Tony Lee | good | 2:26:17 AM |
| | help me update 2024 Lacerte | 2:26:21 AM |
| Anjainay Singh | Sure Tien , I will update the Lacerte 2024 on your behalf and will inform you over an email. | 2:27:05 AM |
| Tony Lee | ok | 2:27:46 AM |
| | thanks | 2:27:46 AM |
| | let me know when its done | 2:27:48 AM |
| | i need it asap cause i have to use to file out return | 2:27:56 AM |
| Anjainay Singh | This process will take only 15 minutes and once it is updated I will inform you over an email. | 2:28:00 AM |
| Tony Lee | ok | 2:28:07 AM |

| | | |
|----------------|---|------------|
| Anjainay Singh | I have started the update. | 2:28:32 AM |
| | Is there anything else I may help you with ? | 2:28:39 AM |
| | The update will end soon and then we need to reboot the server in order to complete it. | 2:29:22 AM |
| | Are we still connected here? | 2:30:47 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. | 2:31:40 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:31:52 AM |
| | <i>Anjainay Singh has ended this chat session</i> | 2:32:33 AM |



Chat Transcript

Hello, I am your Acebuddy

| | |
|---|-------------------|
| Visitor Details | 8 Sep, 9:54:30 PM |
| #81266 Maria Clemente | |
| Email: mclemente@twyliteinvestments.com 1242762627 | |
| Department: Support(QB & App Hosting) | |
| Operator: Sujeeet Kumar Suman | |
| Website: https://www.acecloudhosting.com/support-chat.php | |
| Operating System: Microsoft Windows | |
| Browser: Google Chrome | |
| Device: Desktop | |
| Average Response Time: 41 Secs | |
| City: MIAMI | |
| State: Florida | |
| Country: UNITED STATES | |

| | |
|-----------------|--|
| Chat Transcript | Chat Duration : 41 Mins 23 Secs |
| Maria Clemente | Hello, I am your Acebuddy |
| Acebuddy | Hello Maria Clemente, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Maria Clemente | Technical Support (QB & App Hosting) |

| | | |
|--------------------|---|-------------|
| Acebuddy | Welcome to Ace Support. | 9:54:43 PM |
| | Please chose an option : | 9:54:43 PM |
| Maria Clemente | I'd like to report an Issue | 9:54:51 PM |
| Acebuddy | Please select an option! | 9:54:51 PM |
| Maria Clemente | QuickBooks Issue | 9:54:57 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:54:57 PM |
| Maria Clemente | Other QB related issue | 9:56:10 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:56:10 PM |
| Maria Clemente | Can not open any company | 9:56:59 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:57:00 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:57:00 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:57:19 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 9:57:24 PM |
| | Hello Maria | 9:57:29 PM |
| Maria Clemente | hi | 9:57:45 PM |
| Sujeet Kumar Suman | How are you doing? | 9:57:56 PM |
| | Are you the only one experiencing this issue, or are others affected as well? | 9:58:14 PM |
| Maria Clemente | when I try to open a company it says 6189-816 error | 9:58:30 PM |
| | Just me | 9:58:41 PM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 9:58:45 PM |
| | Are you facing this problem with a particular company file or with all company files? | 9:59:28 PM |
| Maria Clemente | I paid today because I had to change the credit card, don't know if this is the problem | 9:59:30 PM |
| | All company files | 9:59:42 PM |
| Sujeet Kumar Suman | Kindly share a screenshot so we can identify the issue correctly. | 10:01:03 PM |
| Maria Clemente | ok | 10:01:32 PM |
| Sujeet Kumar Suman | No worries, I will surely assist you. | 10:01:33 PM |
| Maria Clemente | How do I share it? | 10:02:56 PM |
| Sujeet Kumar Suman | No issue. | 10:03:04 PM |
| | May I take the remote access of your server? | 10:03:08 PM |
| Maria Clemente | yes | 10:03:31 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 10:03:39 PM |

| | | |
|--------------------|--|-------------|
| | Kindly approve. | 10:03:54 PM |
| Maria Clemente | ok | 10:04:09 PM |
| Sujeet Kumar Suman | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 10:04:42 PM |
| Maria Clemente | ok | 10:04:57 PM |
| Sujeet Kumar Suman | could you please show me the error? | 10:05:54 PM |
| | Thank you for your patience. | 10:15:57 PM |
| | The QuickBooks application is being updated. Once the update is complete, we will inform you. | 10:16:46 PM |
| | We have successfully disconnected the remote session from the backend. | 10:17:59 PM |
| | We are still updating the QuickBooks application from the backend. Please stay connected on chat. Thank you in advance | 10:21:55 PM |
| Maria Clemente | ok thanks | 10:22:47 PM |
| Sujeet Kumar Suman | We really appreciate your patience and cooperation. As QuickBooks is still updating, we will inform you once the update is complete | 10:26:51 PM |
| Maria Clemente | ok | 10:27:25 PM |
| Sujeet Kumar Suman | QuickBooks has now been fully updated. Please log into the server and let us know if you are still facing any errors | 10:29:06 PM |
| | Are we still connected here? | 10:30:30 PM |
| Maria Clemente | yes give me a moment please | 10:32:20 PM |
| Sujeet Kumar Suman | Sure, please take your time | 10:32:25 PM |
| Maria Clemente | Perfect I Thanks | 10:35:24 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 10:35:26 PM |
| | Is there anything else I may help you with ? | 10:35:29 PM |
| Maria Clemente | no thanks | 10:35:44 PM |
| Sujeet Kumar Suman | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 10:35:46 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:35:48 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 quality@acecloudhosting.com. Thanks! | 10:35:52 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/>)

Sujeet Kumar Suman has ended this chat session

10:35:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 10:58:41 PM

#81990 hairong shi

Email: hairong@lugranite.com ☎ 15592989998

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: CLOVIS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 36 Secs

| | | |
|-------------|---|---------------------|
| hairong shi | Hello, I am your Acebuddy | 26 Sep, 10:58:42 PM |
| Acebuddy | Hello Hairong Shi, I'm your Ace Buddy. I'll be happy to assist you! | 10:58:43 PM |
| | Whom Would You Like to Connect With? | 10:58:43 PM |
| hairong shi | Technical Support (QB & App Hosting) | 10:58:49 PM |
| Acebuddy | Welcome to Ace Support. | 10:58:49 PM |
| | Please chose an option : | 10:58:49 PM |
| hairong shi | I'd like to report an Issue | 10:58:55 PM |
| Acebuddy | Please select an option! | 10:58:55 PM |
| hairong shi | Password Reset | 10:58:59 PM |
| Acebuddy | Please select an option below | 10:58:59 PM |

| | | |
|-------------|--|-------------|
| hairong shi | Not Enrolled to Selfcare Portal | 10:59:06 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. | 10:59:06 PM |
| | Do you need any further assistance on the topic? | 10:59:06 PM |
| hairong shi | Yes | 10:59:11 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 10:59:11 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:59:11 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 10:59:22 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 10:59:25 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:59:28 PM |
| hairong shi | hi, i do not know what happen i received a email again , said my password has been reset again base on a request , but i did not request | 11:00:50 PM |
| | 15 mins before, i had a same issue , i reported, got my password restord | 11:01:43 PM |
| Yash Kalra | Please confirm if your account name is: (Edited) | 11:01:43 PM |
| | LU CABINET & GRANITE | 11:01:46 PM |
| hairong shi | and i happened again, i can not login now | 11:02:01 PM |
| | yes | 11:02:09 PM |
| | username LU2 | 11:02:28 PM |
| Yash Kalra | Kindly allow me two minutes to check the previous ticket. | 11:02:40 PM |
| hairong shi | ok, txs | 11:02:51 PM |
| | thxs | 11:02:58 PM |
| Yash Kalra | May I take the remote access of your local computer to assist you regarding the password reset? | 11:04:50 PM |
| hairong shi | yes | 11:05:17 PM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 11:05:20 PM |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5772608761 | 11:05:33 PM |
| | <i>Yash Kalra has ended this chat session</i> | 11:10:19 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:20:19 PM

#81904 Ganesh

Email: infocothenassociates@gmail.com ☎ +91 8447018372

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: 1 Min 3 Secs

City: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 17 Mins 25 Secs

| | | |
|----------|--|--------------------|
| Ganesh | Hello, I am your Acebuddy | 24 Sep, 9:20:20 PM |
| Acebuddy | Hello Infocothenassociates, I'm your Ace Buddy. I'll be happy to assist you! | 9:20:21 PM |
| | Whom Would You Like to Connect With? | 9:20:21 PM |
| Ganesh | Technical Support (QB & App Hosting) | 9:20:26 PM |
| Acebuddy | Welcome to Ace Support. | 9:20:26 PM |
| | Please chose an option : | 9:20:26 PM |
| Ganesh | I'd like to report an Issue | 9:20:36 PM |
| Acebuddy | Please select an option! | 9:20:36 PM |
| Ganesh | Other Issue | 9:20:42 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:20:42 PM |
| Ganesh | Issue is Server slowness, so please restart all users | 9:21:02 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:21:02 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:21:02 PM |
| | <i>Arun Sharma declined the transfer request.</i> | 9:21:17 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 9:21:34 PM |

| | | |
|----------------|--|------------|
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 9:21:39 PM |
| | Hello | 9:21:42 PM |
| | How are you? | 9:21:45 PM |
| Ganesh | yes, iam fine | 9:21:52 PM |
| | Issue is Server slowness, so please restart all users | 9:22:00 PM |
| Shashwat Verma | Kindly allow me two minutes to check the same. | 9:22:46 PM |
| Ganesh | sure | 9:22:52 PM |
| Shashwat Verma | We are checking the resources of the server for further troubleshooting | 9:26:20 PM |
| | Allow me 2-3 mins | 9:26:29 PM |
| Ganesh | no prob. | 9:26:36 PM |
| | need 2 minutes, iam just coming pls do not stop this chat | 9:26:42 PM |
| Shashwat Verma | Sure | 9:26:48 PM |
| | As per the ticket id #749127, you have already informed about the slowness issue on the server | 9:29:35 PM |
| Ganesh | plz restart the users | 9:30:17 PM |
| | if posble | 9:30:42 PM |
| Shashwat Verma | Would like to inform you that server is working fine from our end, hence as per the process we can't reboot the server, moreover your issue resolution is our priority hence would like to have some details | 9:32:08 PM |
| Ganesh | and plz share the status of this ticket id #749127 | 9:32:28 PM |
| | what details | 9:32:56 PM |
| Shashwat Verma | Yes, as the ticket is already in escalation department, hence we required some of the details from your end | 9:33:06 PM |
| | Let me know your name. | |
| | Is any other user affected? | 9:34:01 PM |
| | Is the issue with a particular application or with the whole server? | |
| Ganesh | Ganesh Pande | 9:34:45 PM |
| Shashwat Verma | Is the slowness constant, or does it occur at specific times of the day? | |
| | Were there any recent changes made (e.g., software updates, configuration changes, etc.)? | 9:34:51 PM |
| | Can you specify the exact time when the slowness was first noticed or when it was at its peak? | |
| Ganesh | BK1, 4, ect | 9:35:12 PM |
| | <i>9:35:29 PM Ganesh is sharing a file with you</i> | |
| | <u>1_image.png</u> - (Size:26.16 KB) | 9:35:29 PM |
| | this is the mail | 9:35:35 PM |
| Shashwat Verma | Right Ganesh | 9:36:02 PM |
| Ganesh | plz share the status of this ticket | 9:36:05 PM |
| | helo? | 9:37:18 PM |

| | | |
|----------------|---|------------|
| | r u ther? | 9:37:21 PM |
| Shashwat Verma | The above ticket is in a waiting response status, as we requested the preferred time and direct contact number of the affected users to allow our escalation team to check the statistics at their local end. | 9:37:31 PM |
| Ganesh | bye | 9:37:39 PM |
| | thank u | 9:37:41 PM |

infocoohenassociates has ended this chat session

9:37:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 3:49:03 PM

#81672 ymehta

Email: ymehta@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: MUDRADI

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 36 Mins 1 Sec

| | | |
|----------|--|--------------------|
| ymehta | Hello, I am your Acebuddy | 18 Sep, 3:49:04 PM |
| Acebuddy | Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you! | 3:49:05 PM |
| | Whom Would You Like to Connect With? | 3:49:05 PM |
| ymehta | Technical Support (QB & App Hosting) | 3:49:09 PM |
| Acebuddy | Welcome to Ace Support. | 3:49:09 PM |
| | Please chose an option : | 3:49:09 PM |

| | | |
|---------------------|--|------------|
| ymehta | I'd like to report an Issue | 3:49:21 PM |
| Acebuddy | Please select an option! | 3:49:21 PM |
| ymehta | QuickBooks Issue | 3:49:25 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 3:49:25 PM |
| ymehta | QuickBooks Login Issue | 3:49:32 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 3:49:33 PM |
| | Was that helpful? | 3:49:33 PM |
| ymehta | No | 3:49:41 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 3:49:41 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:49:41 PM |
| | <i>Arjun Sikarwar declined the transfer request.</i> | 3:49:48 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 3:49:49 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 3:50:07 PM |
| | <i>3:50:17 PM ymehta is sharing a file with you image.png - (Size:9.22 KB)</i> | 3:50:17 PM |
| | <i>received this error while trying to get into the QB file</i> | |
| | I deeply apologize for the inconvenience caused to you. | 3:50:45 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 3:50:52 PM |
| ymehta | ARIINC.myreldata.net User name - yashit.mh | 3:51:50 PM |
| Vikas Singh Chauhan | Thanks for the confirmation ! | 3:52:52 PM |
| | Allow me to connect to the server and check the details. | 3:53:26 PM |
| ymehta | okay | 3:53:32 PM |
| | D:\Client data\Greater Hartford Community Foundation - it is in this path | 3:53:48 PM |
| Vikas Singh Chauhan | Thank you !! | 3:54:10 PM |
| | Could you let me know the company name or the account name. | 3:55:03 PM |
| ymehta | Accounting resources inc | 3:57:30 PM |
| | the Qb file name is - Travelers championship | 3:57:52 PM |
| Vikas Singh Chauhan | Okay, got it. Allow me 2 minutes please. | 3:58:48 PM |
| | I have made the changes from the backend. Could you please try to open the same file now. | 4:01:51 PM |
| ymehta | It still shows the same error | 4:04:01 PM |
| Vikas Singh Chauhan | Okay, please allow me 3-4 more minutes. And I will log you out after changes are made. | 4:06:05 PM |

| | | |
|---------------------|---|------------|
| ymehta | okay | 4:06:25 PM |
| Vikas Singh Chauhan | May I take the remote access of your server? | 4:07:29 PM |
| ymehta | can you please resolve without taking remote access? | 4:07:51 PM |
| Vikas Singh Chauhan | Okay, no worries. One quick question. Are you opening the Quickbook first and then opening the file or you are directly opening the file ? | 4:09:17 PM |
| ymehta | directly accessing the QB file | 4:09:38 PM |
| Vikas Singh Chauhan | Okay. You need to open the Quickbook first and then browse and open the file from the Quickbook. This should resolve the issue but if persists, please let me know. | 4:10:52 PM |
| | Could you please try the above step once and let me know if it still does not work. | 4:11:40 PM |
| ymehta | I had received the same error. on March 11. 656563 - this was the ticket number | 4:12:02 PM |
| Vikas Singh Chauhan | Okay, let me make the changes quickly, allow me 2 minutes. | 4:13:04 PM |
| ymehta | Still receiving the same error | 4:13:54 PM |
| Vikas Singh Chauhan | I have just made the change, I am logging you out now, please log back in and try again. | 4:14:41 PM |
| ymehta | Okay. I am able to login now | 4:16:34 PM |
| Vikas Singh Chauhan | Great but this is a temporary fix. | 4:16:44 PM |
| | In order to get a permanent fix, you need admin access on the server. | 4:17:00 PM |
| | And to get a admin access on the server. You need to get an approval from primary contact of this account via email to us. | 4:17:56 PM |
| ymehta | can you let me know who is the primary contact? so I'll reach out and let them know | 4:18:27 PM |
| Vikas Singh Chauhan | Sure | 4:18:36 PM |
| | [Mr. Chris Wirth](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000052591249) cwirth@accountingresourcesinc.com | 4:19:26 PM |
| ymehta | OKay. By temporary do you mean this issue will persist every time I try to login? | 4:19:55 PM |
| Vikas Singh Chauhan | Chris is the Primary contact for this account. | 4:19:56 PM |
| | Yes, it could reoccur again tomorrow but I will suggest you to open the Quickbook first and then company file from it. | 4:20:46 PM |
| ymehta | Okay. | 4:20:54 PM |
| Vikas Singh Chauhan | I will send you an email after this chat, you can ask Chris about the same and revert to same email, then we will follow-up with Chris as we need to send an disclaimer email for admin access on the server to you and Chris and Chris need to approve it. | 4:22:51 PM |
| ymehta | Got it. | 4:24:06 PM |
| Vikas Singh Chauhan | Is there anything else I may help you with ? | 4:24:15 PM |
| ymehta | That'll be all. Thank you | 4:24:38 PM |
| Vikas Singh Chauhan | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:24:55 PM |

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

4:24:59 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.
Thanks!

4:25:03 PM

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

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

Vikas Singh Chauhan has ended this chat session

4:25:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 10:52:06 AM

#81412 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 28 Secs

City: CABO SAN LUCAS

State: Baja California Sur

Country: MEXICO

Chat Transcript

Chat Duration : 24 Mins 36 Secs

shari Hello, I am your Acebuddy 11 Sep, 10:52:07 AM

Acebuddy Hello Shari, I'm your Ace Buddy. I'll be happy to assist you! 10:52:08 AM

| | | |
|-------------|---|-------------|
| | Whom Would You Like to Connect With? | 10:52:08 AM |
| shari | Technical Support (QB & App Hosting) | 10:52:13 AM |
| Acebuddy | Welcome to Ace Support. | 10:52:13 AM |
| | Please chose an option : | 10:52:13 AM |
| shari | I'd like to report an Issue | 10:52:18 AM |
| Acebuddy | Please select an option! | 10:52:18 AM |
| shari | QuickBooks Issue | 10:52:21 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:52:21 AM |
| shari | Other QB related issue | 10:52:29 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:52:29 AM |
| shari | When I try to access merchant service deposits the file crashes. When I try to log back in my user admin is blocked saying I am already logged in | 10:53:36 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:53:37 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:53:37 AM |
| | <i>Ankit Kumar accepted the chat transfer request.</i> | 10:54:34 AM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today. | 10:54:42 AM |
| shari | hi | 10:54:47 AM |
| Ankit Kumar | I deeply apologize for the inconvenience caused to you. | 10:55:12 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and username? | 10:55:24 AM |
| shari | JK Services Enterprise server | 10:55:45 AM |
| | sbray | 10:55:46 AM |
| Ankit Kumar | Thank you for the information and allow 3-4 minutes to check the same. | 10:56:55 AM |
| | <i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i> | 10:57:45 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 10:57:51 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you onwards. | 10:58:02 AM |
| | I will surely help you with this issue. | 10:58:19 AM |
| | Kindly allow me two minutes to check the same. | 10:58:21 AM |
| shari | ok | 10:58:34 AM |
| Rohan | May I take the remote access of your server? | 10:59:24 AM |
| shari | yes | 10:59:30 AM |
| Rohan | Prior providing the access, I would suggest you to close any important documents at your end. | 10:59:37 AM |
| | Kindly accept the remote session request once you see the Prompt on your Server Screen | 11:00:49 AM |

| | | |
|-------|--|-------------|
| shari | ok | 11:00:50 AM |
| Rohan | 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. | 11:01:14 AM |
| | Please login to the server | 11:11:34 AM |
| | Is there anything else I may help you with ? | 11:13:48 AM |
| shari | ok thank you | 11:15:11 AM |
| Rohan | Is it working fine now ? (Edited) | 11:15:22 AM |
| | Are we still connected here? | 11:16:36 AM |
| | Are we still connected here? | 11:16:38 AM |
| | Are we still connected here? | 11:16:40 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. | 11:16:41 AM |
| | <i>Rohan has ended this chat session</i> | 11:16:43 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 5:30:07 AM

#81191 Cindy Holloway

Email: qualityquicktaxoffice@gmail.com ☎ 13346460662

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: 15 Secs

City: DULUTH

State: Alabama

Country: UNITED STATES

Chat Transcript

| | | |
|----------------------|--|-------------------|
| Cindy Holloway | Hello, I am your Acebuddy | 5 Sep, 5:30:08 AM |
| Acebuddy | Hello Cindy Holloway, I'm your Ace Buddy. I'll be happy to assist you! | 5:30:09 AM |
| | Whom Would You Like to Connect With? | 5:30:09 AM |
| Cindy Holloway | Technical Support (QB & App Hosting) | 5:30:18 AM |
| Acebuddy | Welcome to Ace Support. | 5:30:18 AM |
| | Please chose an option : | 5:30:18 AM |
| Cindy Holloway | I'd like to report an Issue | 5:30:23 AM |
| Acebuddy | Please select an option! | 5:30:24 AM |
| Cindy Holloway | Other Issue | 5:30:28 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:30:28 AM |
| Cindy Holloway | Lost connection with remote | 5:30:50 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:30:51 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:30:51 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 5:30:57 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 5:31:02 AM |
| | Hello Cindy | 5:31:20 AM |
| Cindy Holloway | Yes I lost my connection previously | 5:31:34 AM |
| Abhay Kumar Saraswat | I was on your local computer and then the chat got disconnected. | 5:31:43 AM |
| | Is there any network connectivity issue? | 5:32:01 AM |
| Cindy Holloway | I am not sure what happened | 5:32:09 AM |
| | Yes there is | 5:32:15 AM |
| Abhay Kumar Saraswat | No worries. | 5:32:24 AM |
| | I just want to confirm that when I accessed your computer a few minutes ago, you were already logged into the ACE server. Could you please clarify why you are looking to change the password while you are already connected to the server? | 5:34:02 AM |
| Cindy Holloway | I was trying to send an email through Drake Software. It said enter your Windows password for Myrealdatal and I assumed it was through Ace Hosting but it would not accept the password. | 5:36:04 AM |
| Abhay Kumar Saraswat | Okay, let me take the remote and see the error. | 5:36:37 AM |
| | https://assist.acecloudhosting.com/join/2972993906 | 5:36:39 AM |

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

5:36:43 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.

5:37:56 AM

Thank you for your patience.

5:56:08 AM

As we discussed, I recommend giving us a call on our support line and, at the same time, contacting Drake support to set up a conference call. This way, our agent can assist you directly if the Drake support representative requires our involvement during the call.

5:58:07 AM

Are we still connected here?

5:59:17 AM

Are we still connected here?

6:00:09 AM

Are we still connected here?

6:01:01 AM

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

6:02:01 AM

Abhay Kumar Saraswat has ended this chat session

6:02:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:46:28 PM

#81622 Barbara Kerrigan

Email: bkerrigan@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: IE

State: New York

Country: UN1833878695

Chat Transcript

Chat Duration : 12 Mins 14 Secs

| | | |
|---------------------|--|--------------------|
| Barbara Kerrigan | Hello, I am your Acebuddy | 17 Sep, 2:46:28 PM |
| Acebuddy | Hello Barbara Kerrigan, I'm your Ace Buddy. I'll be happy to assist you! | 2:46:29 PM |
| | Whom Would You Like to Connect With? | 2:46:29 PM |
| Barbara Kerrigan | Technical Support (QB & App Hosting) | 2:46:32 PM |
| Acebuddy | Welcome to Ace Support. | 2:46:32 PM |
| | Please chose an option : | 2:46:32 PM |
| Barbara Kerrigan | I'd like to report an Issue | 2:46:35 PM |
| Acebuddy | Please select an option! | 2:46:35 PM |
| Barbara Kerrigan | QuickBooks Issue | 2:46:39 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 2:46:39 PM |
| Barbara Kerrigan | QuickBooks Login Issue | 2:46:43 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 | 2:46:43 PM |
| | Was that helpful? | 2:46:43 PM |
| Barbara Kerrigan | No | 2:47:09 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 2:47:09 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:47:09 PM |
| Barbara Kerrigan | I have a ticket # - it is 768767 | 2:47:54 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 2:47:57 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 2:48:20 PM |
| Barbara Kerrigan | Hi. Chatting about ticket #768767. What is "CID"? | 2:48:47 PM |
| Vikas Singh Chauhan | CID73250, this is your account CID number. | 2:50:12 PM |
| Barbara Kerrigan | Where would I find that? On the ticket, I was asked to provide it. | 2:50:54 PM |
| Vikas Singh Chauhan | The CID is available with Primary contact of your account. | 2:53:10 PM |
| Barbara Kerrigan | OK, thanks. Can you help with the ticket? | 2:53:39 PM |
| Vikas Singh Chauhan | Sure, please use the logoff icon on the desktop and log back in and kindly retry to open the file. | 2:54:18 PM |
| | Are you logged back in to the server ? | 2:55:55 PM |
| Barbara Kerrigan | yes, waiting for Windows to configure QB | 2:56:14 PM |
| | I'm in - thank you! Will you close the ticket or should I reply to the email? | 2:56:57 PM |
| Vikas Singh Chauhan | Great !! | 2:57:05 PM |
| | Please revert to the ticket to close it and we will proceed with the closure. | 2:57:22 PM |
| Barbara Kerrigan | | |

| | | |
|---------------------|---|------------|
| | Will do. Thanks again! | 2:57:38 PM |
| Vikas Singh Chauhan | Barbara , Is there anything else I may help you with? | 2:57:54 PM |
| Barbara Kerrigan | No, that was all. | 2:58:11 PM |
| Vikas Singh Chauhan | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:58:29 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 2:58:33 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 2:58:38 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 2:58:43 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 3:30:39 AM

#81404 jackhung

Email: jackhung@jonaglobal.com 16265893869

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 11 Secs

| | | |
|----------------|---|--------------------|
| jackhung | Hello, I am your Acebuddy | 11 Sep, 3:30:41 AM |
| Acebuddy | Hello Jack, I'm your Ace Buddy. I'll be happy to assist you! | 3:30:42 AM |
| | Whom Would You Like to Connect With? | 3:30:42 AM |
| jackhung | Technical Support (QB & App Hosting) | 3:33:41 AM |
| Acebuddy | Welcome to Ace Support. | 3:33:41 AM |
| | Please chose an option : | 3:33:41 AM |
| jackhung | I'd like to report an Issue | 3:33:45 AM |
| Acebuddy | Please select an option! | 3:33:45 AM |
| jackhung | QuickBooks Issue | 3:33:50 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 3:33:50 AM |
| jackhung | Other QB related issue | 3:33:58 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:33:58 AM |
| jackhung | excel and outlooks don't work on my QB Premier | 3:34:29 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:34:30 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:34:30 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 3:34:36 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 3:34:41 AM |
| | Hello Jack | 3:34:50 AM |
| jackhung | hi | 3:35:20 AM |
| Shashwat Verma | I will surely help you with this issue. | 3:36:22 AM |
| | Are you able to use it by the web browser or by the application | 3:37:45 AM |
| jackhung | what do you mean? | 3:43:38 AM |
| | I can't export the files our from QB in excel form | 3:44:08 AM |
| | this was fixed last time I asked for your tech support, and all of a sudden it | 3:44:38 AM |
| | it's not working again | 3:44:45 AM |
| Shashwat Verma | Kindly allow me two minutes to check the same. | 3:44:51 AM |
| jackhung | thx | 3:45:01 AM |
| Shashwat Verma | May I take the remote access of your server? | 3:49:59 AM |
| jackhung | yes | 3:50:07 AM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 3:50:21 AM |

| | | |
|----------------|--|------------|
| jackhung | ok | 3:50:31 AM |
| Shashwat Verma | Kindly try now to export | 3:52:33 AM |
| | I want to see the error message | 3:52:40 AM |
| jackhung | it suppose to give me the option to pick top item "create new worksheet" | 3:53:49 AM |
| Shashwat Verma | Okay | 3:53:58 AM |
| | Jack, we have checked and found that this issue occurs when the server does not have Excel installed. Since you already have an Office 365 license, Excel should work. However, for proper integration between QuickBooks and Office 365, we will need to repair the Office 365 installation and also update QuickBooks on the server. | 3:56:43 AM |
| jackhung | the qb premier edition i have is 2016, will there be any issue if you update QB? | 3:58:04 AM |
| Shashwat Verma | let me check for the version | 3:58:29 AM |
| | Are you able use the same file with Qb ent 24? | 3:59:15 AM |
| | As 2016 pre is very old version for the advanced features. | 4:00:08 AM |
| jackhung | i am cancelling the enterprise | 4:00:30 AM |
| | can you just update the installation of office | 4:00:58 AM |
| Shashwat Verma | Sure | 4:01:02 AM |
| | As it might take some time and others users to get off from the server we recommend you to get this done in off hour | 4:01:07 AM |
| | Let me know how would you like to proceed? | 4:01:41 AM |
| jackhung | do you need me to stay online or you can just do it for me? | 4:02:07 AM |
| Shashwat Verma | We can do it from backend | 4:02:16 AM |
| jackhung | ok | 4:02:23 AM |
| | can you do it at 4 pm? | 4:02:34 AM |
| | in 1/2 hour | 4:02:47 AM |
| Shashwat Verma | Let me know the timezone | 4:02:52 AM |
| jackhung | PST | 4:02:57 AM |
| | we are in california USA | 4:03:06 AM |
| Shashwat Verma | Got it | 4:03:18 AM |
| jackhung | my people leave in 1/2 hour, right now it 3:33 | 4:03:27 AM |
| Shashwat Verma | Will do the same at 4pm PST | 4:03:35 AM |
| | Is there anything else I may help you with ? | 4:03:47 AM |
| jackhung | also the qb is not allowing me to email | 4:04:25 AM |
| | i think may be the compatibility with 2016 version | 4:05:02 AM |

| | | |
|----------------|---|------------|
| | maybe need to install older version of outlook? | 4:05:16 AM |
| Shashwat Verma | See you have office 365 apps for enterprise installed on the server, older version are not supported on the server enviroment | 4:06:17 AM |
| | We'll try to update both the application, if issue still occurs we need to check the compatibility of the Qb application | 4:06:58 AM |
| jackhung | ok...or change office 365 to older Excel version too? | 4:07:30 AM |
| | if that's possible | 4:07:34 AM |
| | can you email me at jackhung@jonaglobal.com after you are done? hopefully no complications | 4:08:23 AM |
| Shashwat Verma | Installing older version of Office 365 of which the Excel is the part is not possible as server support the latest version only | 4:08:28 AM |
| | Sure | 4:08:35 AM |
| | Noted | 4:08:37 AM |
| jackhung | thx | 4:08:40 AM |
| Shashwat Verma | Shall I close this chat? | 4:09:08 AM |
| | Will get your app updated | 4:09:17 AM |
| jackhung | yes...please make sure don't screw up the QB since it's an old version....:) | 4:09:36 AM |
| Shashwat Verma | Sure | 4:09:39 AM |
| | Noted | 4:09:40 AM |
| jackhung | thx | 4:09:42 AM |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 4:09:46 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:09:48 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 4:09:52 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 5:32:49 PM

#81887 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net ☎ 15185870100

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins

| | | |
|-----------------|---|--------------------|
| Jennifer Snyder | Hello, I am your Acebuddy | 24 Sep, 5:32:52 PM |
| Acebuddy | Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you! | 5:32:53 PM |
| | Whom Would You Like to Connect With? | 5:32:53 PM |
| Jennifer Snyder | Technical Support (QB & App Hosting) | 5:32:57 PM |
| Acebuddy | Welcome to Ace Support. | 5:32:57 PM |
| | Please chose an option : | 5:32:57 PM |
| Jennifer Snyder | I'd like to report an Issue | 5:33:01 PM |
| Acebuddy | Please select an option! | 5:33:01 PM |
| Jennifer Snyder | QuickBooks Issue | 5:33:07 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:33:07 PM |
| Jennifer Snyder | Other QB related issue | 5:33:11 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:33:11 PM |
| Jennifer Snyder | I can not log into QB this morning | 5:33:25 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:33:26 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:33:26 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 5:33:44 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 5:33:58 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:34:13 PM |
| Jennifer Snyder | myrealdatalJenniferSn.q14 | 5:34:22 PM |
| | QBNXTPRE.1 | 5:34:59 PM |
| Shubham Maurya | Thanks Jennifer, please hold on let me check your account details. | 5:35:55 PM |
| | Thanks for the patience, Please do let us know is there any error message while trying to login? | 5:40:25 PM |

| | | |
|-----------------|--|------------|
| | Other users are also facing same issue or it's just you getting this issue? | |
| Jennifer Snyder | It says I need administrator password | 5:41:21 PM |
| | I am the only user in today | 5:41:35 PM |
| Shubham Maurya | May I take the remote access of your server? | 5:42:28 PM |
| Jennifer Snyder | yes | 5:42:35 PM |
| | hello? | 5:44:27 PM |
| Shubham Maurya | Yes I have shared remote session request. | 5:44:38 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 5:44:57 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 5:45:01 PM |
| | please show me the error message. | 5:45:14 PM |
| Jennifer Snyder | ok | 5:45:15 PM |
| | so now it is working | 5:46:18 PM |
| Shubham Maurya | Yes, looks like it's working. | 5:46:46 PM |
| | Please logout and test again. | 5:46:55 PM |
| Jennifer Snyder | seems ok | 5:48:58 PM |
| | thank you | 5:49:12 PM |
| Shubham Maurya | Yes Jennifer, sometimes such issue occurs due to faulty cache files or network latency. If you face such issue in future please try to login after sometime time just perform a logout and login back for quick resolution. | 5:50:05 PM |
| | Good to see it's working now. | 5:50:14 PM |
| Jennifer Snyder | ok | 5:50:15 PM |
| Shubham Maurya | Is there anything else I may help you with ? | 5:50:18 PM |
| Jennifer Snyder | no | 5:50:22 PM |
| | thank you | 5:50:28 PM |
| Shubham Maurya | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 5:50:33 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |

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

5:50:36 PM

Have a good one!

5:50:44 PM

Shubham Maurya has ended this chat session

5:50:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 2:51:12 PM

#81318 Cheryl

Email: clientsupport@silversfs.com ☎ 7905922798

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 10 Mins

| | | |
|----------|---|-------------------|
| Cheryl | Hello, I am your Acebuddy | 9 Sep, 2:51:13 PM |
| Acebuddy | Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you! | 2:51:14 PM |
| | Whom Would You Like to Connect With? | 2:51:14 PM |
| Cheryl | Technical Support (QB & App Hosting) | 2:51:19 PM |
| Acebuddy | Welcome to Ace Support. | 2:51:19 PM |
| | Please chose an option : | 2:51:19 PM |
| Cheryl | I'd like to report an Issue | 2:51:29 PM |
| Acebuddy | Please select an option! | 2:51:29 PM |
| Cheryl | Other Issue | 2:51:34 PM |

| | | |
|---------------------|--|------------|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:51:34 PM |
| Cheryl | My server iis running very slow again. It was same yeaterday | 2:51:56 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:51:57 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:51:57 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 2:52:07 PM |
| Cheryl | Hello Vikas | 2:52:40 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 2:52:47 PM |
| Cheryl | my server is very slow\ | 2:52:48 PM |
| Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. | 2:53:06 PM |
| Cheryl | since yesterday i am facing this issue | 2:53:12 PM |
| Vikas Singh Chauhan | I will surely help you with this issue. | 2:53:31 PM |
| | Kindly allow me 3-4 minutes to check the same. | 2:53:48 PM |
| Cheryl | Thankyou | 2:54:31 PM |
| Vikas Singh Chauhan | While I connect to the server, could you please help me with the below questions to isolate the exact issue. | |
| | Is the entire server slow, or only a specific application, file, or task? | |
| | When did the slowness start? | 2:55:28 PM |
| | Is the slowness constant, or does it happen at specific times? | |
| | Are all users affected, just some users, or only you? | |
| | Were there any recent changes (e.g., software updates, configuration changes)? | |
| Cheryl | entire server is slow My kocal computer is fine | 2:56:12 PM |
| | this is happening since last evening | 2:56:26 PM |
| | only i am facing this issue, for others its fine | 2:56:47 PM |
| Vikas Singh Chauhan | Thanks for the confirmation ! | 2:59:05 PM |
| | May I take the remote access of your local computer? | 3:00:06 PM |
| Cheryl | sure | 3:00:15 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 3:01:09 PM |
| | https://assist.acecloudhosting.com/join/1502523623 | 3:01:16 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. | 3:02:39 PM |
| | https://assist.acecloudhosting.com/join/6512922059 | 3:19:22 PM |
| Cheryl | done | 3:20:48 PM |
| Vikas Singh Chauhan | Thank you !! | 3:22:07 PM |

Are we still connected here? 3:59:53 PM

Are we still connected here? 4:00:26 PM

Are we still connected here? 4:01:26 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. 4:02:10 PM

Vikas Singh Chauhan has ended this chat session 4:02:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Sep, 4:29:00 AM

#81661 brandon

Email: brandon@clintonreilly.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: 25 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 10 Mins 27 Secs

| | | |
|----------|---|--------------------|
| brandon | Hello, I am your Acebuddy | 18 Sep, 4:29:02 AM |
| Acebuddy | Hello Brandon Heist, I'm your Ace Buddy. I'll be happy to assist you! | 4:29:02 AM |
| | Whom Would You Like to Connect With? | 4:29:02 AM |
| brandon | Technical Support (QB & App Hosting) | 4:29:08 AM |
| Acebuddy | Welcome to Ace Support. | 4:29:08 AM |
| | Please chose an option : | 4:29:08 AM |

| | | |
|----------------|---|------------|
| brandon | I'd like to report an Issue | 4:29:15 AM |
| Acebuddy | Please select an option! | 4:29:15 AM |
| brandon | Password Reset | 4:29:18 AM |
| Acebuddy | Please select an option below | 4:29:18 AM |
| brandon | Not Enrolled to Selfcare Portal | 4:29:24 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. | 4:29:24 AM |
| | Do you need any further assistance on the topic? | 4:29:24 AM |
| brandon | Yes | 4:29:30 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 4:29:30 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:29:30 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 4:29:38 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 4:29:44 AM |
| brandon | Thank you | 4:29:49 AM |
| | I need to reset my password | 4:29:53 AM |
| | RE # 769487 | 4:30:03 AM |
| | username: brandonhei@myrealdata.net | 4:30:18 AM |
| Anjainay Singh | Hello Brandon, I will be surely assisting you in resetting your password. | 4:30:19 AM |
| | Could you please share the authorization from T[trisha Corey] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000029634672) from her email address trisha@clintonreilly.com to support@acecloudhsoting.com so that we can reset the password for you. | 4:32:46 AM |
| brandon | Do you need me to have Trisha Corey make the request? | 4:33:24 AM |
| Anjainay Singh | I have activated your account , could you please try to login and let me know? | 4:33:59 AM |
| | You may ask her to send the email address or else you may contact her directly in order to get the password reset from My Portal. | 4:35:15 AM |
| brandon | ok | 4:35:48 AM |
| | So you reset my account | 4:35:52 AM |
| | but I still do not have the password | 4:35:56 AM |
| Anjainay Singh | I have activated your account which was inactive as you may have not logged into the server for long duration. | 4:37:01 AM |
| | You may either send the approval from Trisha or I will send her My Portal instruction over an email so that Trisha can reset the password for you. | 4:37:36 AM |
| | I will get it done from Trisha on your behalf. | 4:38:11 AM |
| brandon | | |

| | | |
|----------------|---|------------|
| | ok thank you! | 4:38:40 AM |
| Anjainay Singh | Brandon Heist, Is there anything else I may help you with? | 4:38:47 AM |
| brandon | no that is all. thank you! | 4:38:53 AM |
| Anjainay Singh | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 4:38:55 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:39:21 AM |
| | <i>Anjainay Singh has ended this chat session</i> | 4:39:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Sep, 3:36:46 AM

#81753 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 24 Mins

| | | |
|----------------|---|--------------------|
| eric | Hello, I am your Acebuddy | 21 Sep, 3:36:47 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 3:37:10 AM |
| | Hello Eric | 3:37:15 AM |
| eric | The issue persists. Please reply with steps you have taken to investigate these: This is typically caused by: Corruption in your QuickBooks invoice data QuickBooks SDK processor instability Issues in your QuickBooks environment | 3:37:23 AM |

| | | |
|----------------|--|------------|
| Shashwat Verma | I will surely help you with this issue. | 3:38:01 AM |
| eric | Issue is not fixed. | 3:38:21 AM |
| Shashwat Verma | May I take the remote access of your server? | 3:38:29 AM |
| | I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue. | 3:38:52 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 3:39:23 AM |
| | try now to sync this file | 3:39:47 AM |
| eric | Have you investigated the SDK issues suggested by Method Support? | 3:43:34 AM |
| | Sync Engine just froze again. | 3:44:00 AM |
| Shashwat Verma | Okay | 3:44:56 AM |
| | Kindly allow me 4-5 mins | 3:45:13 AM |
| eric | I would like an answer about the SDK issue. | 3:45:27 AM |
| | <i>3:49:23 AM Shashwat Verma is sharing a file with you image.png - (Size:27.32 KB)</i> | 3:49:23 AM |
| | <i>As suggested by Method support we have rebooted the to remove cached memory issue, as SDK is in the process of being updated.</i> | |
| Shashwat Verma | Kindly try now to sync | 3:56:22 AM |
| | The company file opened is approx 819 MB | 4:04:38 AM |
| eric | What does that mean? | 4:04:59 AM |
| Shashwat Verma | It means that it going to take time to sync the data | 4:05:24 AM |
| eric | It can't complete the sync. I've tried several times. It freezes. Something else is wrong. | 4:06:02 AM |
| | Our other hosting company never had this issue. | 4:06:22 AM |
| Shashwat Verma | What is the size of that file ? | 4:06:44 AM |
| eric | Of what file? | 4:06:55 AM |
| Shashwat Verma | I see | 4:07:13 AM |
| eric | It's exactly the same as this file We moved it from TRAPP to ACE. | 4:07:33 AM |
| | We had no issues on the other server. There is something wrong with your server. | 4:08:05 AM |
| Shashwat Verma | Eric, as far as we have checked, we found that a re-installation of the Method application is required. If the issue still persists afterward, then we may need to proceed with a QuickBooks re-installation, since it is a third-party application. Regarding the server, the resources are working fine for application functioning. It appears that the issue lies within the integration process managed by the Method application. | 4:10:45 AM |
| eric | Well, Method says it on your end. Who do I trust? | 4:11:21 AM |
| | What is the next step. | 4:11:36 AM |
| Shashwat Verma | We understand your concern. After reviewing your conversation with Method support, we see that they have attributed the issue to performance. However, from our end, it appears that the problem may be | 4:12:41 AM |

| | | |
|----------------|--|------------|
| | related to a bug or a package issue within the plugin application. | |
| | Kindly share me the setup file for method, will get this done for you | 4:13:42 AM |
| | Eric, looks like its working now, application doing the sync, also able to get minimize without getting freeze. | 4:21:35 AM |
| | Kindly check | 4:21:51 AM |
| | Application is working fine now | 4:32:50 AM |
| eric | It hasn't finished the sync yet. | 4:33:08 AM |
| Shashwat Verma | Just try not make it override by multiple commands | 4:33:12 AM |
| eric | It freezes on its own. | 4:33:52 AM |
| | It's frozen now. | 4:34:24 AM |
| Shashwat Verma | Eric, as per my understanding, applications is still syncing, however for your satisfaction, as per the process, we need to re-install both the applications. | 4:39:08 AM |
| | If you allow we can proceed with the same. | 4:39:36 AM |
| eric | Yes | 4:40:14 AM |
| Shashwat Verma | You can see, app get unfreeze again as it is already in sync process. | 4:40:14 AM |
| | Whenever application get over burden it get unresponsive, however its process are working in backend | 4:40:48 AM |
| | you can also check that comments shown by app is getting changed as per the sync percent increase | 4:41:12 AM |
| eric | It was not getting this far in the process earlier today. | 4:41:57 AM |
| Shashwat Verma | Might be the application bug or the oversize company file is the reason for the same characteristics shown by app | 4:42:06 AM |
| | Because you were making application over burden by multiple clicks | 4:42:33 AM |
| | Without checking the status of app | 4:42:47 AM |
| | Which is forcing the application to restart the whole process again and again. | 4:43:17 AM |
| | Are we still connected here? | 4:47:46 AM |
| eric | QB just shut down | 4:48:44 AM |
| | Why did it shut down? | 4:49:11 AM |
| Shashwat Verma | May be the method app shut it down | 4:51:04 AM |
| | We have limited access of the third party applications logs | 4:51:40 AM |
| | Eric, it might take time again, we suggest you to check the same, meanwhile we are escalating your case to the senior engineer, who will get back to you for the issue if persist again to save your precious time and efforts | 4:55:30 AM |
| eric | OK | 4:55:51 AM |
| Shashwat Verma | I will document all the troubleshooting I have done, will make it easy for understanding your concern. | 4:56:56 AM |

| | | |
|----------------|---|---|
| | Kindly share your best time on Monday and direct contact number for the same. | 4:57:40 AM |
| eric | Any time 817-771-1924 | 4:58:05 AM |
| Shashwat Verma | Thanks for understanding! | 4:58:21 AM |
| | We understand that this is a time-consuming process and can be challenging, but we assure you that we will get this done. As your server hosting provider, we have limited access to third-party application logs and permissions for troubleshooting. However, our engineer will make every effort to resolve the issue. | 5:00:51 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:01:33 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 5:01:35 AM |
| | |  |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 7:48:13 PM

#81068 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: SANTA RITA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

| | | |
|------------------|---|-------------------|
| Maricel | Hello, I am your Acebuddy | 2 Sep, 7:48:13 PM |
| | Hello, follow up please | 7:48:26 PM |
| Dharmendra Kumar | Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today. | 7:50:43 PM |

| | | |
|--------------|--|------------|
| | Hello Liza, | 7:51:04 PM |
| | <i>Dharmendra Kumar is transferring the chat to Sanyam Madan.</i> | 7:51:53 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 7:51:59 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 7:52:04 PM |
| | Hello liza , how are you doing | 7:52:21 PM |
| Maricel | Hi, I just want to follow up my request please | 7:53:16 PM |
| Sanyam Madan | Sure , let me just check it real quick | 7:53:41 PM |
| | Liza, I just checked, and our team is currently working on it. I've personally pinged them about it, and we'll provide you with an update very soon. | 7:56:18 PM |
| Maricel | Yes please, thank you | 7:57:34 PM |
| Sanyam Madan | Yes, don't worry, we will get back to you as soon as possible | 7:58:07 PM |
| | Is there anything else I may help you with ? | 7:58:11 PM |
| Maricel | none for now, thanks | 7:58:28 PM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 7:58:29 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:58:33 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 7:58:37 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 6:09:10 PM

#81532 Larry Garcia

Email: larry@standardus.com ☎ 6302899500

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: CICERO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 55 Secs

| | | |
|--------------|--|--------------------|
| Larry Garcia | Hello, I am your Acebuddy | 15 Sep, 6:09:12 PM |
| Acebuddy | Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you! | 6:09:13 PM |
| | Whom Would You Like to Connect With? | 6:09:13 PM |
| Larry Garcia | Technical Support (QB & App Hosting) | 6:09:21 PM |
| Acebuddy | Welcome to Ace Support. | 6:09:21 PM |
| | Please chose an option : | 6:09:21 PM |
| Larry Garcia | I'd like to report an Issue | 6:09:29 PM |
| Acebuddy | Please select an option! | 6:09:29 PM |
| Larry Garcia | QuickBooks Issue | 6:09:34 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:09:34 PM |
| Larry Garcia | QuickBooks is Frozen | 6:09:44 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 6:09:44 PM |
| | Was that helpful? | 6:09:44 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. | 6:43:07 PM |
| | <i>Ended due to chat idle timeout</i> | 6:43:07 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 10:18:06 PM

#81600 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 34 Secs

City: KENNEWICK

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 44 Secs

| | | |
|------------------|--|---------------------|
| Christopher Gore | Hello, I am your Acebuddy | 16 Sep, 10:18:07 PM |
| Acebuddy | Hello Chris Gore, I'm your Ace Buddy. I'll be happy to assist you! | 10:18:08 PM |
| | Whom Would You Like to Connect With? | 10:18:08 PM |
| Christopher Gore | Technical Support (QB & App Hosting) | 10:18:14 PM |
| Acebuddy | Welcome to Ace Support. | 10:18:14 PM |
| | Please chose an option : | 10:18:14 PM |
| Christopher Gore | I'd like to report an Issue | 10:18:20 PM |
| Acebuddy | Please select an option! | 10:18:20 PM |
| Christopher Gore | Other Issue | 10:18:26 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:18:26 PM |
| Christopher Gore | When logging into clays RDP it will sign out of Leah's RDP. | 10:19:05 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:19:06 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:19:06 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 10:19:10 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 10:19:19 PM |
| | Hello Chris , how are you? | 10:19:49 PM |
| | Are we still connected here? | 10:21:18 PM |
| | Are we still connected here? | 10:22:19 PM |
| Christopher Gore | Yes | 10:22:27 PM |
| Anjainay Singh | Could you please confirm your issue so that I can provide you right resolution? | 10:23:07 PM |
| Christopher Gore | When logging into clays RDP it will sign out of Leah's RDP. | 10:25:00 PM |
| Anjainay Singh | So as I have understood that when Clay is signing into the server, Leah is getting logged out of server? | 10:26:01 PM |
| | Are we still connected here? | 10:27:09 PM |
| Christopher Gore | Yes | 10:27:22 PM |

| | | |
|---|---|-------------|
| | correct | 10:27:26 PM |
| Anjainay Singh | Could you please confirm since when it is happening? | 10:28:14 PM |
| Christopher Gore | today they are having issues | 10:28:38 PM |
| Anjainay Singh | As I can see Leah is logged into the server. | 10:28:49 PM |
| | Could you please inform Clay to log into the server so that I can observe the issue at my end? | 10:29:25 PM |
| Christopher Gore | Yes hang on | 10:29:36 PM |
| Anjainay Singh | Sure Chris. | 10:31:05 PM |
| Christopher Gore | He's about to login | 10:31:33 PM |
| Anjainay Singh | Sure. | 10:31:51 PM |
| | I am observing the issue at my end. | 10:34:13 PM |
| Christopher Gore | Ok | 10:34:45 PM |
| Anjainay Singh | Clay is still not logged in Chris , is he facing any issue at his end? | 10:35:29 PM |
| | Could you please confirm whether Leah and Clay are working under same office network? | 10:36:44 PM |
| Christopher Gore | Same WiFi | 10:37:21 PM |
| | working on logging in | 10:37:32 PM |
| Anjainay Singh | Thankyou for your confirmation. | 10:37:53 PM |
| | I have got the issue, as windows credential manager is trying to save the old credentials on local machine. | 10:38:46 PM |
| | Could you please provide Clay call back number in below format so that we can reach directly to him ? | |
| | Call back number- | 10:39:38 PM |
| | Time Zone- | |
| | Suitable time for call- | |
| | We will assist him directly over a call in resolving the issue. | 10:40:08 PM |
| Christopher Gore | (731) 426-2764 Central time zone | 10:40:16 PM |
| | 1pm today central time | 10:40:30 PM |
| Anjainay Singh | I will take care of this issue Chris. | 10:40:40 PM |
| | Chris Gore, Is there anything else I may help you with? | 10:40:49 PM |
| Christopher Gore | No thank you | 10:41:34 PM |
| Anjainay Singh | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 10:41:35 PM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 10:41:45 PM |
| <i>Anjainay Singh has ended this chat session</i> | | 10:41:52 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 8:46:25 AM

#81878 Neel

Email: ns.routine17@gmail.com ☎ 9340595917

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: BAVDHAN

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 33 Mins 3 Secs

| | | |
|----------|--|--------------------|
| Neel | Hello, I am your Acebuddy | 24 Sep, 8:46:27 AM |
| Acebuddy | Hello Neel, I'm your Ace Buddy. I'll be happy to assist you! | 8:46:27 AM |
| | Whom Would You Like to Connect With? | 8:46:27 AM |
| Neel | Technical Support (QB & App Hosting) | 8:46:59 AM |
| Acebuddy | Welcome to Ace Support. | 8:46:59 AM |
| | Please chose an option : | 8:46:59 AM |
| Neel | I'd like to raise a Request | 8:47:10 AM |
| Acebuddy | Please select your request type. | 8:47:10 AM |
| Neel | Other Request | 8:47:20 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. | 8:47:20 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 8:47:20 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. | 9:19:31 AM |
| | <i>Ended due to chat idle timeout</i> | 9:19:31 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 7:51:49 AM

#81462 Denise Baxley

Email: dhbaxley@comcast.net 803-215-1328

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 8 Secs

| | | |
|---------------|--|--------------------|
| Denise Baxley | Hello, I am your Acebuddy | 12 Sep, 7:51:50 AM |
| Acebuddy | Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you! | 7:51:51 AM |
| | Whom Would You Like to Connect With? | 7:51:51 AM |
| Denise Baxley | Technical Support (QB & App Hosting) | 7:51:55 AM |
| Acebuddy | Welcome to Ace Support. | 7:51:55 AM |
| | Please chose an option : | 7:51:55 AM |
| Denise Baxley | I'd like to report an Issue | 7:51:59 AM |
| Acebuddy | Please select an option! | 7:51:59 AM |
| Denise Baxley | Password Reset | 7:52:11 AM |
| Acebuddy | Please select an option below | 7:52:11 AM |
| Denise Baxley | Already Enrolled to Selfcare Portal | 7:52:19 AM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 7:52:19 AM |

| | | |
|---------------|---|------------|
| | Do you need any further assistance on the topic? | 7:52:19 AM |
| Denise Baxley | Yes | 7:52:23 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 7:52:23 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:52:23 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 7:52:28 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 7:52:36 AM |
| | Hello Denise, How are you doing today? | 7:52:51 AM |
| Denise Baxley | Fine thank you | 7:53:00 AM |
| Rohan | That's great | 7:53:11 AM |
| | I will surely help you with this. | 7:53:21 AM |
| | Have you tried resetting the Password through My Portal since you are the Primary contact of this account ? | 7:54:07 AM |
| Denise Baxley | I have tried to login to the portal. I don't have the correct password. I tried to have a code sent. It was supposed to come to my phone and it also gets emailed to Brian's email. But the code has not come through on my phone | 7:55:18 AM |
| | I've had it resent but it still did not come thought | 7:55:25 AM |
| | I selected forgot password and had a code sent. But never got the code on my phone | 7:56:20 AM |
| | <i>7:57:00 AM Rohan is sharing a file with you image.png - (Size:41.88 KB)</i> | 7:57:00 AM |
| | <i>These are the details which are updated on My Portal.</i> | |
| Rohan | Could you please confirm if contact informations are correct or not ? (Edited) | 7:57:33 AM |
| Denise Baxley | Yes, that's my phone number | 7:57:47 AM |
| | but the code never came through | 7:58:11 AM |
| Rohan | Okay, Is it possible for you to check if Brian is receiving the code or not ? | 7:58:42 AM |
| Denise Baxley | Yes that is my hone number and name. That's not my email address. It's one of the users email | 7:58:49 AM |
| | He's not available for me to get it from | 7:59:03 AM |
| Rohan | Brian is also added as a Primary contact on this account along with you. | 7:59:25 AM |
| Denise Baxley | Yes. | 7:59:36 AM |
| | I just tried resending the code again. For some reason it is not coming through on my phone. I'm not sure why | 8:00:43 AM |
| Rohan | Okay, then I'll reset it from my end for now. Would you like to make any changes to the My Portal primary contact for future reference? | 8:01:00 AM |
| | I will surely share this Feedback with the concerned team. | 8:01:28 AM |
| Denise Baxley | No. I guess we can leave Brian's email address | 8:02:11 AM |

| | | |
|---------------|---|------------|
| | But leave my phone number please. | 8:02:28 AM |
| | I'm just not sure why I'm not getting the code | 8:02:41 AM |
| | Thank you for resetting it. | 8:02:50 AM |
| | If you can let me know what the password is so I can login and change user DanG's password. | 8:03:12 AM |
| Rohan | I have already sent you the new Password for this user. | 8:05:14 AM |
| Denise Baxley | Thank you | 8:05:22 AM |
| Rohan | I will share this Feedback with concerned team and will see if anything needs to be fixed. | 8:06:08 AM |
| | Are you able to receive any other messages ? | 8:07:01 AM |
| Denise Baxley | Yes, I have gotten messages earlier today and just a few minutes ago I received a text message | 8:07:26 AM |
| Rohan | Okay then I will inform the team | 8:08:13 AM |
| | Is there anything else I may help you with ? | 8:08:16 AM |
| Denise Baxley | No that is all. Thank you so much | 8:08:42 AM |
| Rohan | Thanks for the confirmation ! | 8:08:51 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:08:54 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! | 8:08:55 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Rohan has ended this chat session</i> | 8:08:58 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 12:23:36 AM

#81558 fabrizio rivera

Email: fabrizzio.r@enagic.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: BREA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 26 Secs

| | | |
|----------------------|---|---------------------|
| fabrizzio rivera | Hello, I am your Acebuddy | 16 Sep, 12:23:37 AM |
| Acebuddy | Hello Fabrizzio Rivera, I'm your Ace Buddy. I'll be happy to assist you! | 12:23:38 AM |
| | Whom Would You Like to Connect With? | 12:23:38 AM |
| fabrizzio rivera | Managed IT | 12:23:45 AM |
| Acebuddy | Please wait while we connect you to an available Representative. | 12:23:45 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:23:45 AM |
| fabrizzio rivera | Dear Support Team | 12:23:51 AM |
| | <i>Pradeep Kumar accepted the chat transfer request.</i> | 12:23:56 AM |
| | <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> | 12:24:06 AM |
| | We are in need of TWO new ADMINISTRATIVE account, ASP | 12:24:11 AM |
| | ASAP | 12:24:13 AM |
| | Thanks | 12:24:15 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 12:24:33 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 12:24:40 AM |
| fabrizzio rivera | You can call US via phone at 424 307 0333 or via Chat1 | 12:24:59 AM |
| Abhay Kumar Saraswat | I will be surely assisting you with this. | 12:25:20 AM |
| fabrizzio rivera | tanks | 12:25:35 AM |
| Abhay Kumar Saraswat | Could you please elaborate more about your request? | 12:25:35 AM |
| fabrizzio rivera | Thanks | 12:25:38 AM |
| Abhay Kumar Saraswat | Are we still connected here? | 12:26:40 AM |

| | | |
|----------------------|--|-------------|
| fabrizzio rivera | I hope we are ! | 12:29:14 AM |
| | let me make a quick correction to my original request | 12:29:38 AM |
| | Now, we need 3 accounts | 12:29:46 AM |
| Abhay Kumar Saraswat | Sure. | 12:29:46 AM |
| fabrizzio rivera | let me provide you wtih the info | 12:30:52 AM |
| Abhay Kumar Saraswat | As per my understanding, if you wish to add three new users to your Enagic USA Inc. account, I recommend contacting the user associated with the email billing@enagic.com or by phone at +1-310-542-7700 . | 12:31:29 AM |
| fabrizzio rivera | Reggie.c juan.c.f fabrizzio.r | 12:31:36 AM |
| | all at ENAGIC.COM | 12:31:43 AM |
| Abhay Kumar Saraswat | The user has admin rights to the MyPortal tool and can create new users from there, as you mentioned above. | 12:33:03 AM |
| | <i>12:33:54 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:6.08 KB)</i> | 12:33:54 AM |
| fabrizzio rivera | Thanks for the info...ww'll take it from here! | 12:35:13 AM |
| Abhay Kumar Saraswat | No worries. | 12:35:25 AM |
| | Here is the link to access MyPortal tool: https://myportal.acecloudhosting.com | 12:35:48 AM |
| | This message has been deleted | 12:35:54 AM |
| | And the username will be: CID65746 | 12:36:17 AM |
| | <i>12:36:35 AMAbhay Kumar Saraswat is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i> | 12:36:35 AM |
| | I've attached the user guide to assist you. | 12:37:02 AM |
| | Is there anything else I may help you with ? | 12:37:07 AM |
| | Are we connected? | 12:38:49 AM |
| | Are we connected here? | 12:39:44 AM |
| | Are we still connected here? | 12:40:23 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:41:01 AM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 12:41:04 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 7:48:16 PM

#82031 Todd Gallentine

Email: help@mgcomputer.com  6306055395

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Secs

| | | |
|-----------------|--|--------------------|
| Todd Gallentine | Hello, I am your Acebuddy | 29 Sep, 7:48:16 PM |
| Acebuddy | Hello Todd Gallentine, I'm your Ace Buddy. I'll be happy to assist you! | 7:48:17 PM |
| | Whom Would You Like to Connect With? | 7:48:17 PM |
| Todd Gallentine | Technical Support (QB & App Hosting) | 7:48:23 PM |
| Acebuddy | Welcome to Ace Support. | 7:48:23 PM |
| | Please chose an option : | 7:48:23 PM |
| Todd Gallentine | I'd like to raise a Request | 7:48:29 PM |
| Acebuddy | Please select your request type. | 7:48:29 PM |
| Todd Gallentine | Other Request | 7:48:39 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:48:39 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:48:39 PM |
| Todd Gallentine | No, That'll be all! | 7:48:50 PM |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! | 7:48:50 PM |
| | <i>Acebuddy has ended this chat session</i> | 7:48:50 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 8:39:12 PM

#81639 Rachel

Email: accounting@vbnet-works.com 12508021185

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 15 Mins 12 Secs

| | | |
|----------|--|--------------------|
| Rachel | Hello, I am your Acebuddy | 17 Sep, 8:39:14 PM |
| Acebuddy | Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you! | 8:39:14 PM |
| | Whom Would You Like to Connect With? | 8:39:14 PM |
| Rachel | Technical Support (QB & App Hosting) | 8:39:17 PM |
| Acebuddy | Welcome to Ace Support. | 8:39:18 PM |
| | Please chose an option : | 8:39:18 PM |
| Rachel | I'd like to report an Issue | 8:39:34 PM |
| Acebuddy | Please select an option! | 8:39:34 PM |
| Rachel | Other Issue | 8:39:37 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:39:38 PM |
| Rachel | agent | 8:39:44 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:39:45 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:39:45 PM |

| | | |
|--------------|---|------------|
| | <i>Dushyant declined the transfer request.</i> | 8:39:55 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 8:40:25 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 8:40:30 PM |
| Rachel | Hello, I checked, and the issue still persists. | 8:40:37 PM |
| | my ticket # 769001 | 8:40:49 PM |
| Manish Singh | Alright, let me check once | 8:40:52 PM |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 8:40:59 PM |
| Rachel | I think I was just speaking with you a moment ago on this. | 8:41:16 PM |
| Manish Singh | Yes | 8:41:26 PM |
| Rachel | Yes, another user is also experiencing this. | 8:41:30 PM |
| Manish Singh | Kindly allow me two minutes to check the same. | 8:41:35 PM |
| Rachel | Sure | 8:41:39 PM |
| | Its fairly urgent since myself and the other user can't work on the files as it keeps kicking us out. | 8:42:03 PM |
| Manish Singh | Need to reboot the server once kindly logout all user for 3 minutes. | 8:44:07 PM |
| | Are we still connected here? | 8:46:40 PM |
| Rachel | ok, one moment and I'll checking | 8:47:03 PM |
| | Ok, were all disconnected. | 8:47:41 PM |
| Manish Singh | Rebooted the server kindly try to access server after 2 minutes. | 8:48:41 PM |
| Rachel | ok. | 8:48:51 PM |
| Manish Singh | Try accessing server now and let us know if the issue is resolved. | 8:50:02 PM |
| Rachel | ok I'll log in | 8:50:09 PM |
| | I'll reach out to you again if the issue still persists. thanks for your help | 8:50:34 PM |
| Manish Singh | Kindly check | 8:51:36 PM |
| Rachel | ok | 8:51:49 PM |
| Manish Singh | Is it working fine now? | 8:52:53 PM |
| Rachel | seems to be | 8:53:01 PM |
| Manish Singh | Great! | 8:53:05 PM |
| | Let us know if the issue occurs again. | 8:53:14 PM |
| Rachel | Thanks | 8:53:18 PM |
| Manish Singh | We will follow up on this case. | 8:53:23 PM |
| | Is there anything else I may help you with ? | 8:53:26 PM |

| | | |
|--------------|---|---|
| | Are we still connected here? | 8:54:03 PM |
| Rachel | nothing else for now. thanks | 8:54:13 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 8:54:16 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:54:22 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 8:54:25 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Manish Singh has ended this chat session</i> | 8:54:26 PM |
| | |  |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 6:10:29 PM

#81940 Maria Curcio

Email: mcurcio@theforestdispensary.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BRUNSWICK

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 40 Secs

Maria Curcio

25 Sep, 6:10:29

| | | |
|--------------|--|------------|
| | Hello, I am your Acebuddy | PM |
| Acebuddy | Hello Maria Curcio, I'm your Ace Buddy. I'll be happy to assist you! | 6:10:31 PM |
| | Whom Would You Like to Connect With? | 6:10:31 PM |
| Maria Curcio | Technical Support (QB & App Hosting) | 6:10:41 PM |
| Acebuddy | Welcome to Ace Support. | 6:10:41 PM |
| | Please chose an option : | 6:10:41 PM |
| Maria Curcio | I'd like to raise a Request | 6:10:49 PM |
| Acebuddy | Please select your request type. | 6:10:49 PM |
| Maria Curcio | Other Request | 6:10:59 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. | 6:10:59 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 6:10:59 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 6:45:10 PM |
| | <i>Ended due to chat idle timeout</i> | 6:45:10 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 6:32:55 AM

#81303 reem daoudi

Email: rdaoudi@topelforman.com **Phone:** 3122392520

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 46 Secs

| | | |
|-----------------|--|-------------------|
| reem daoudi | Hello, I am your Acebuddy | 9 Sep, 6:32:56 AM |
| Acebuddy | Hello Reem, I'm your Ace Buddy. I'll be happy to assist you! | 6:32:57 AM |
| | Whom Would You Like to Connect With? | 6:32:57 AM |
| reem daoudi | Technical Support (QB & App Hosting) | 6:33:09 AM |
| Acebuddy | Welcome to Ace Support. | 6:33:09 AM |
| | Please chose an option : | 6:33:09 AM |
| reem daoudi | I'd like to report an Issue | 6:33:18 AM |
| Acebuddy | Please select an option! | 6:33:18 AM |
| reem daoudi | Password Reset | 6:33:22 AM |
| Acebuddy | Please select an option below | 6:33:22 AM |
| reem daoudi | Not Enrolled to Selfcare Portal | 6:33:28 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 6:33:28 AM |
| | Do you need any further assistance on the topic? | 6:33:28 AM |
| reem daoudi | Yes | 6:33:35 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 6:33:36 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:33:36 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 6:33:41 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 6:33:46 AM |
| | Hello Reem | 6:33:54 AM |
| reem daoudi | Hi I emailed on a password reset this afternoon, reference number 763835 | 6:33:56 AM |
| Shubham Kataria | Please allow me a minute to check the same. | 6:34:10 AM |
| reem daoudi | we're trying to reset the password for Phillip Ganelle | 6:34:11 AM |
| | ok | 6:36:03 AM |
| Shubham Kataria | Thank you for your patience. | 6:36:57 AM |
| | I've checked and found currently Phillip's account is disabled. In order to enable the account we require your approval over the email. | 6:37:49 AM |
| reem daoudi | which email to send | 6:38:25 AM |
| | <i>6:38:37 AM Shubham Kataria is sharing a file with you</i> | |
| | <i>How to Manage ACE Server Users 4 (1).pdf - (Size:1.33 MB)</i> | 6:38:37 AM |

| | | |
|-----------------|---|------------|
| | <i>Additionally you may also enable the account using my portal. Attaching SOP instructions for your reference.</i> | |
| Shubham Kataria | You may top up on the same ticket to enable the account. | 6:39:18 AM |
| reem daoudi | I just replied to the email | 6:40:17 AM |
| | can you activate his account please | 6:40:22 AM |
| Shubham Kataria | Sure, let me check | 6:40:33 AM |
| | Please allow me a minute | 6:40:41 AM |
| | Thank you for your patience. | 6:42:24 AM |
| | I've enabled the account and sending you a new password in two minutes. | 6:43:03 AM |
| reem daoudi | can u attach the rdp file as well please | 6:43:11 AM |
| Shubham Kataria | Sure | 6:43:22 AM |
| reem daoudi | thanks please let me know when its sent | 6:43:55 AM |
| Shubham Kataria | Additionally you may also download the RDP from my portal as well as reset the password for users and enable the accounts. | 6:43:57 AM |
| reem daoudi | can u attach it to the email plesae | 6:44:15 AM |
| Shubham Kataria | Sure | 6:44:33 AM |
| reem daoudi | do you need anything else from me | 6:46:50 AM |
| Shubham Kataria | No, it is almost done, you will get the password in next one minute over email. | 6:47:14 AM |
| | Thank you for your patience. | 6:48:26 AM |
| | I've send the password over email. | 6:48:34 AM |
| | Is there anything else I may help you with ? | 6:49:59 AM |
| reem daoudi | one second plesae | 6:50:09 AM |
| Shubham Kataria | Sure, please take your time | 6:50:22 AM |
| reem daoudi | all set, thanks so much | 6:51:57 AM |
| Shubham Kataria | You're welcome | 6:52:29 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. | 6:52:36 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:52:39 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 6:52:41 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

6:52:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 7:54:51 PM

#81165 jeff.b

Email: jeff.b@sunrisesanitation.com 12403218627

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: OAKLAND

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 8 Secs

| | | |
|----------|--|-------------------|
| jeff.b | Hello, I am your Acebuddy | 4 Sep, 7:54:52 PM |
| Acebuddy | Hello Jeff.b, I'm your Ace Buddy. I'll be happy to assist you! | 7:54:53 PM |
| | Whom Would You Like to Connect With? | 7:54:53 PM |
| jeff.b | Technical Support (QB & App Hosting) | 7:55:06 PM |
| Acebuddy | Welcome to Ace Support. | 7:55:06 PM |
| | Please chose an option : | 7:55:06 PM |
| jeff.b | I'd like to raise a Request | 7:55:13 PM |
| Acebuddy | Please select your request type. | 7:55:13 PM |
| jeff.b | Office 365 Addition | 7:55:22 PM |
| Acebuddy | Please specify if you already have an Office365 subscription | 7:55:22 PM |

| | | |
|----------|---|------------|
| jeff.b | I wish to buy the license from Ace | 7:55:32 PM |
| Acebuddy | Office 365 is a subscription based application and there are several plans to chose from. | 7:55:32 PM |
| | For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to the attached link below. | 7:55:32 PM |
| | (Please Note: O365 E1 Plan is "web only") | |
| | Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be processed within 24 hours. | 7:55:32 PM |
| | Do you need any further assistance on the topic? | 7:55:32 PM |
| jeff.b | No | 7:58:01 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 7:58:01 PM |
| | <i>Acebuddy has ended this chat session</i> | 7:58:01 PM |



Chat Transcript

Hello, I am your Acebuddy

| | |
|---|--------------------|
| Visitor Details | 8 Sep, 10:11:28 PM |
| #81267 Deb Morton | |
| Email: deb@dohertyelectric.com 12083434787 | |
| 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: 29 Secs | |
| City: WEST JORDAN | |
| State: Utah | |
| Country: UNITED STATES | |

| | |
|-----------------|---------------------------------|
| Chat Transcript | Chat Duration : 15 Mins 48 Secs |
| Deb Morton | Hello, I am your Acebuddy |

8 Sep, 10:11:30 PM

| | | |
|----------------|--|-------------|
| Acebuddy | Hello Deborah Morton, I'm your Ace Buddy. I'll be happy to assist you! | 10:11:31 PM |
| | Whom Would You Like to Connect With? | 10:11:31 PM |
| Deb Morton | Technical Support (QB & App Hosting) | 10:11:40 PM |
| Acebuddy | Welcome to Ace Support. | 10:11:40 PM |
| | Please chose an option : | 10:11:40 PM |
| Deb Morton | I'd like to report an Issue | 10:11:56 PM |
| Acebuddy | Please select an option! | 10:11:56 PM |
| Deb Morton | QuickBooks Issue | 10:12:00 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:12:00 PM |
| Deb Morton | QuickBooks Login Issue | 10:12:05 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 | 10:12:05 PM |
| | Was that helpful? | 10:12:05 PM |
| Deb Morton | No | 10:12:10 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 10:12:10 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:12:10 PM |
| Deb Morton | agent | 10:12:15 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 10:12:23 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 10:12:32 PM |
| | Hello Deborah, how are you? | 10:12:48 PM |
| Deb Morton | Hello - I need to get our QB on a new desktop | 10:12:51 PM |
| | I have the email sent to me from back in June but for some reason I can't get the .rdp file to download correctly | 10:13:24 PM |
| | Are you able to do a share screen? | 10:14:00 PM |
| Anjainay Singh | No worries Deborah I will surely assist you with this issue. | 10:14:12 PM |
| | Could you please confirm whether you are trying to access the server on new local machine? | 10:14:41 PM |
| | Sure. | 10:14:47 PM |
| Deb Morton | how do we do share screen | 10:15:37 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/1572718206 | 10:15:39 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 10:15:56 PM |
| Deb Morton | done did | 10:16:04 PM |
| Anjainay Singh | Please download the remote file and click on accept and continue. | 10:16:29 PM |
| Deb Morton | it is initializing | 10:16:53 PM |

| | | |
|----------------|---|-------------|
| Anjainay Singh | We are connected. | 10:17:29 PM |
| | Please connected here as well. | 10:19:17 PM |
| | Hello Deborah. | 10:25:59 PM |
| Deb Morton | hello - all is good on our end now. | 10:26:12 PM |
| Anjainay Singh | As your issue is resolved now and there is nothing else to assist you with I am disconnecting this chat session . | 10:26:39 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. | 10:26:43 PM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 10:26:50 PM |
| Deb Morton | :) | 10:26:51 PM |
| Anjainay Singh | You will receive a survey after chat gets disconnected. | 10:27:15 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 10:27:18 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:04:32 PM

#81427 Kevinder

Email: k.singh@innercircle.cpa

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: 12 Secs

City: THAKARWAL

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 46 Secs

11 Sep, 9:04:33

| | | |
|--------------|---|------------|
| Kevinder | Hello, I am your Acebuddy | PM |
| Acebuddy | Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you! | 9:04:34 PM |
| | Whom Would You Like to Connect With? | 9:04:34 PM |
| Kevinder | Technical Support (QB & App Hosting) | 9:04:41 PM |
| Acebuddy | Welcome to Ace Support. | 9:04:41 PM |
| | Please chose an option : | 9:04:41 PM |
| Kevinder | I'd like to report an Issue | 9:04:48 PM |
| Acebuddy | Please select an option! | 9:04:48 PM |
| Kevinder | Other Issue | 9:04:52 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:04:52 PM |
| Kevinder | RdP is not working properly. | 9:06:30 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:06:30 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:06:30 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 9:06:36 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 9:06:41 PM |
| | Hello Kevinder . how are you doing | 9:06:56 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:07:44 PM |
| Kevinder | ICA_Kevinder | 9:09:06 PM |
| Sanyam Madan | Kindly allow me two minutes to check the same. | 9:09:16 PM |
| Kevinder | ICAdvisors.myrealdata.net | 9:09:19 PM |
| Sanyam Madan | May I take the remote access of your local computer? | 9:09:27 PM |
| Kevinder | Yes | 9:09:36 PM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. | 9:10:01 PM |
| | https://assist.acecloudhosting.com/join/3982880943 | 9:10:11 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:10:14 PM |
| | I think our session ended due to some glitch , let me quickly send you another link | 9:11:44 PM |
| | https://assist.acecloudhosting.com/join/6922494233 | 9:12:00 PM |
| | Please join again | 9:12:06 PM |
| | Are we still connected here? | 9:14:04 PM |
| | Are we still connected here? | 9:16:54 PM |
| | Are we still connected here? | 9:18:10 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at | 9:18:17 PM |

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

Sanyam Madan has ended this chat session

9:18:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:41:30 PM

#81620 yusufnajib1

Email: yusufnajib1@gmail.com 7774511

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 1 Sec

City: JEREH KUNGOTO

State: North Bank

Country: GAMBIA

Chat Transcript

Chat Duration : 17 Mins 49 Secs

| | | |
|-------------|--|--------------------|
| yusufnajib1 | Hello, I am your Acebuddy | 17 Sep, 2:41:31 PM |
| Acebuddy | Hello Yusufnajib1, I'm your Ace Buddy. I'll be happy to assist you! | 2:41:33 PM |
| | Whom Would You Like to Connect With? | 2:41:33 PM |
| yusufnajib1 | Technical Support (QB & App Hosting) | 2:41:40 PM |
| Acebuddy | Welcome to Ace Support. | 2:41:40 PM |
| | Please chose an option : | 2:41:40 PM |
| yusufnajib1 | I'd like to report an Issue | 2:41:46 PM |
| Acebuddy | Please select an option! | 2:41:46 PM |
| yusufnajib1 | Other Issue | 2:41:56 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:41:56 PM |

| | | |
|----------------|---|------------|
| yusufnajib1 | One of our RDP is not opening | 2:42:23 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:42:25 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:42:25 PM |
| | <i>Arjun Sikarwar declined the transfer request.</i> | 2:42:47 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 2:42:58 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 2:43:10 PM |
| yusufnajib1 | Ok | 2:43:58 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:44:11 PM |
| yusufnajib1 | MFHGroup1.myreldata.net myreldata\BP_Wholesale | 2:48:50 PM |
| Shubham Maurya | Thanks for the confirmation ! Please hold on let me check that. | 2:49:58 PM |
| yusufnajib1 | Ok | 2:50:30 PM |
| Shubham Maurya | Thanks for the patience Yusuf, we have checked that your profile is active and server is also accessible. Please do let me know the exact error message which you are getting while trying to signing in? | 2:52:54 PM |
| yusufnajib1 | The RDP the one I sent is not responding plz restart it for us | 2:54:04 PM |
| | The other RDP have open but that particular one is not responding | 2:54:41 PM |
| | Is opening now | 2:55:53 PM |
| | Thanks | 2:55:57 PM |
| Shubham Maurya | You mean RDP file for this user myreldata\BP_Wholesale is not responding and other are working fine right? | 2:56:02 PM |
| | That's great ! | 2:56:12 PM |
| | Any changes have you done? | 2:56:18 PM |
| yusufnajib1 | No | 2:56:29 PM |
| | I just try opening it | 2:56:41 PM |
| | Is ok now | 2:56:49 PM |
| Shubham Maurya | Okay, possibly due to local system having some program creating system load in background causing this process delay. | 2:57:10 PM |
| | Thanks for confirming this over here Yusuf, | 2:57:28 PM |
| | Is there anything else I may help you with ? | 2:57:31 PM |
| yusufnajib1 | No issues yet | 2:58:20 PM |
| | Is ok as at now | 2:58:22 PM |
| Shubham Maurya | Noted that ! Thanks for your patience with us. | 2:58:52 PM |
| | Have a good one ! | 2:58:59 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.
Thanks!

2:59:05 PM

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

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

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

2:59:14 PM

Shubham Maurya has ended this chat session

2:59:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 2:20:01 PM

#81576 Toral Bagadia

Email: toral@pearlhospitality.com

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: 1 Min 25 Secs

City: BOPAL

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 45 Mins 3 Secs

| | | |
|---------------|---|--------------------|
| Toral Bagadia | Hello, I am your Acebuddy | 16 Sep, 2:20:03 PM |
| Acebuddy | Hello Toral Bagadia, I'm your Ace Buddy. I'll be happy to assist you! | 2:20:04 PM |
| | Whom Would You Like to Connect With? | 2:20:04 PM |

| | | |
|----------------|--|------------|
| Toral Bagadia | Technical Support (QB & App Hosting) | 2:20:08 PM |
| Acebuddy | Welcome to Ace Support. | 2:20:08 PM |
| | Please chose an option : | 2:20:08 PM |
| Toral Bagadia | I'd like to raise a Request | 2:20:20 PM |
| Acebuddy | Please select your request type. | 2:20:20 PM |
| Toral Bagadia | Other Request | 2:20:29 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. | 2:20:29 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 2:20:29 PM |
| Toral Bagadia | Yes, I'm facing issues with my server | 2:20:36 PM |
| Acebuddy | Please select an option! | 2:20:36 PM |
| Toral Bagadia | QuickBooks Issue | 2:20:41 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 2:20:41 PM |
| Toral Bagadia | QuickBooks Login Issue | 2:20:46 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 | 2:20:46 PM |
| | Was that helpful? | 2:20:46 PM |
| Toral Bagadia | No | 2:20:52 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 2:20:52 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:20:52 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 2:20:58 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 2:21:27 PM |
| Toral Bagadia | Ticket ID: 766491 Issue: Not able to login Quickbooks / Server | 2:21:32 PM |
| | Above is my Ticker ID...Can you please help to resolve it | 2:21:46 PM |
| Shubham Maurya | Thank you for providing the details. Let me check that for you. | 2:22:04 PM |
| | <i>2:27:05 PM Shubham Maurya is sharing a file with you image.png - (Size:21.21 KB)</i> | 2:27:05 PM |
| | <i>Thanks for the patience Toral, please can you confirm are you still getting same error message right now?</i> | |
| | <i>2:29:14 PM Toral Bagadia is sharing a file with you image.png - (Size:13.17 MB)</i> | 2:29:14 PM |
| Toral Bagadia | Above is what I got 5 mint ago... | 2:29:37 PM |
| Shubham Maurya | Thanks for sharing screen shot, Please confirm your account name :[Pearl Hospitality] (https://desk.zoho.in/agent/staff/ace-support/accounts/details/3086000134887050) | 2:31:08 PM |

| | | |
|----------------|--|------------|
| | User ID: PH_Toral | |
| Toral Bagadia | Yes | 2:31:40 PM |
| Shubham Maurya | Okay, please do let know below points to understand the issue better way. | |
| | >From how long you are facing this issue? | 2:34:13 PM |
| | >How many users are facing this issue? | |
| | >Any recent changes made on local system before getting this error? | |
| Toral Bagadia | Facing issues for last 5 days Only me No | 2:36:11 PM |
| Shubham Maurya | Thank you for the confirmation, let me take remote session and check this at your end for RDP file configuration. As we have checked user profile is active and server is reachable from our end. (Edited) | 2:39:39 PM |
| | May I take the remote access of your local computer? | 2:39:49 PM |
| Toral Bagadia | ok | 2:41:40 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/7282119685 | 2:43:18 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 2:43:23 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 2:43:27 PM |
| | Your RDP file gateway was set to use a specific gateway only, We have switched that to auto mode which will auto select the best gateway available from now on. | 2:49:10 PM |
| Toral Bagadia | what did you change to get access | 2:49:48 PM |
| | do i need to change anything on my side? | 2:50:01 PM |
| Shubham Maurya | No it's done and we have saved that, We just switched the gateway to RDG.myreldata.net | 2:50:52 PM |
| | This gateway redirect the connection request to actual gateway which is available to accept the request. | 2:51:28 PM |
| | In case if any particular gets down still your connection will keep working using other one. | 2:51:57 PM |
| Toral Bagadia | ok | 2:52:03 PM |
| | Thank you | 2:52:10 PM |
| Shubham Maurya | You are most welcome Toral ! | 2:52:24 PM |
| | Do you want us to keep this ticket open for some time or we can close it? | 2:52:44 PM |
| Toral Bagadia | I think we can close it | 2:53:07 PM |
| Shubham Maurya | Sure we will proceed with that, Please do reach us back in case if you face any other issue. We will be more than happy to help you again. | 2:54:01 PM |
| | Is there anything else I may help you with ? | 2:54:05 PM |
| | Are we still connected here? | 2:59:03 PM |
| | Are we still connected here? | 3:00:35 PM |
| | Are we still connected here? | 3:01:36 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at | |
| | | 3:04:17 PM |

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

Shubham Maurya has ended this chat session

3:05:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:18:00 PM

#81902 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 36 Mins 42 Secs

| | | |
|----------|--|--------------------|
| hitesh | Hello, I am your Acebuddy | 24 Sep, 9:18:01 PM |
| Acebuddy | Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you! | 9:18:02 PM |
| | Whom Would You Like to Connect With? | 9:18:02 PM |
| hitesh | Technical Support (QB & App Hosting) | 9:18:04 PM |
| Acebuddy | Welcome to Ace Support. | 9:18:04 PM |
| | Please chose an option : | 9:18:04 PM |
| hitesh | I'd like to report an Issue | 9:18:10 PM |
| Acebuddy | Please select an option! | 9:18:10 PM |
| hitesh | Other Issue | 9:18:14 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:18:14 PM |

| | | |
|----------|--|--------------------------|
| hitesh | ACE Server not working properly | 9:18:35 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:18:36 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:18:36 PM |
| | <i>Dushyant accepted the chat transfer request.</i> | 9:18:42 PM |
| Dushyant | Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today. | 9:18:50 PM |
| hitesh | ACE Server not working properly | 9:19:00 PM |
| Dushyant | Hi Hitesh, I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited) | 9:19:23 PM |
| hitesh | This problem occurs twice every week. Last one month showing this problem continually | 9:20:07 PM 9:20:56 PM |
| | Pradip patel & co | 9:21:06 PM |
| | RDP_Hitesh_PPC | 9:21:11 PM |
| Dushyant | Thank you for the information, I will try my best to fix the issues. | 9:21:30 PM |
| hitesh | pleaseolve this problem permanently res | 9:22:01 PM |
| Dushyant | Could you please elaborate the issues, so that i will try my best to fix the issues? | 9:22:10 PM |
| hitesh | This problem always occurs at this time. | 9:24:22 PM |
| Dushyant | May i know the problem, are you getting any issues while connecting to the server, or having any freezing issues once connected to the server, or is the issues with the quickbooks? | 9:25:21 PM |
| hitesh | Last one month continuously showing this problem this time. <i>9:27:19 PM hitesh is sharing a file with you</i> <u>Screenshot 4.png</u> - (Size:29.2 KB) | 9:25:30 PM 9:27:19 PM |
| Dushyant | Are you having issues with the server connectivity issues, it's taking longer time to connect to the server right? | 9:28:27 PM |
| hitesh | yes my Internet speed is fast but ACE server speed is very low | 9:30:32 PM 9:30:33 PM |
| Dushyant | May I take the remote access of your local computer? | 9:31:06 PM |
| hitesh | yes | 9:31:17 PM |
| Dushyant | I can understand, i will try my best to fix the issues for you. Prior providing the access, I would suggest you to close any important documents at your end. | 9:31:22 PM 9:31:56 PM |
| hitesh | please permanently resolve this problem | 9:32:04 PM |
| | Done | 9:32:26 PM |
| Dushyant | Sure, i will try my best to fix the issues. https://assist.acecloudhosting.com/join/1572664406 | 9:32:37 PM 9:32:51 PM |

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

9:52:08 PM

Thank you for the patience,

9:53:15 PM

hitesh Problem is resolve

9:53:44 PM

Thak you for your support

9:54:03 PM

Dushyant You're welcome

9:54:07 PM

Is there anything else I may help you with ?

9:54:12 PM

hitesh no thank you

9:54:28 PM

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

9:54:34 PM

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

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

Thanks!

9:54:40 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/>)

Dushyant has ended this chat session

9:54:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 12:20:05 AM

#81288 Luke Packer

Email: lpacker@redcloudmining.com ☎ +16478075627

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 1 Min 45 Secs

| | | |
|-------------|--|--------------------|
| Luke Packer | Hello, I am your Acebuddy | 9 Sep, 12:20:07 AM |
| Acebuddy | Hello Luke Packer, I'm your Ace Buddy. I'll be happy to assist you! | 12:20:07 AM |
| | Whom Would You Like to Connect With? | 12:20:07 AM |
| Luke Packer | Technical Support (QB & App Hosting) | 12:20:12 AM |
| Acebuddy | Welcome to Ace Support. | 12:20:12 AM |
| | Please chose an option : | 12:20:12 AM |
| Luke Packer | I'd like to raise a Request | 12:20:22 AM |
| Acebuddy | Please select your request type. | 12:20:22 AM |
| Luke Packer | Change in Users | 12:20:30 AM |
| Acebuddy | Please select your desired option! | 12:20:31 AM |
| Luke Packer | User Replacement | 12:20:35 AM |
| Acebuddy | We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal. | 12:20:35 AM |
| | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! | 12:20:35 AM |
| | Do you need any further assistance on the topic? | 12:20:35 AM |
| Luke Packer | No | 12:21:52 AM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 12:21:52 AM |
| | <i>Acebuddy has ended this chat session</i> | 12:21:52 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81452 reliable_accounting

Email: reliable_accounting@gmail.com**Department:** Support(QB & App Hosting)**Operator:** Yash Kalra**Website:** https://www.acecloudhosting.com/support-chat.php**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 44 Secs**City:** OAK BROOK**State:** Illinois**Country:** UNITED STATES

Chat Duration : 9 Mins 5 Secs

Chat Transcript

| | | |
|---------------------|---|---------------------|
| reliable_accounting | Hello, I am your Acebuddy | 12 Sep, 12:48:20 AM |
| Acebuddy | Hello Reliable_accounting, I'm your Ace Buddy. I'll be happy to assist you! | 12:48:20 AM |
| | Whom Would You Like to Connect With? | 12:48:20 AM |
| reliable_accounting | Sales & Solutions | 12:48:40 AM |
| Acebuddy | Please wait while we connect you to one of our Sales Representative. | 12:48:40 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:48:40 AM |
| | <i>Dev Dubey accepted the chat transfer request.</i> | 12:48:44 AM |
| Dev Dubey | Hello there, how may I help you today? | 12:49:14 AM |
| reliable_accounting | Hi Dev , | 12:49:20 AM |
| | i want to install Ms Office and Ms. Excel in one of our RDP | 12:49:41 AM |
| | RDP server name is RAS18 | 12:49:53 AM |
| | can you please help me out in this | 12:49:59 AM |
| Dev Dubey | Thanks, let me transfer the chat to a support representative. | 12:50:10 AM |
| | <i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i> | 12:50:17 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 12:51:20 AM |
| | <i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i> | 12:51:27 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 12:51:41 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 12:51:45 AM |
| | I will be surely assisting you with this. (Edited) | 12:51:54 AM |

| | | |
|---------------------|---|-------------|
| reliable_accounting | Server Name is RAS18 | 12:52:57 AM |
| | Muhammadkashif is User name | 12:53:37 AM |
| Yash Kalra | <p>Sir, as per procedure, we will send you an email once this chat ends.</p> <p>Please provide us the approval using either of the email IDs: asajwani@gmail.com or sajwanicpa@hotmail.com .</p> <p>Once we receive your approval, we will proceed with installing the desired application immediately</p> | 12:54:55 AM |
| | Is there anything else I may help you with ? | 12:55:19 AM |
| reliable_accounting | Sure you email on concern i will get it approved for installation | 12:56:01 AM |
| Yash Kalra | Great, shall we proceed to end this chat now? | 12:56:20 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. | 12:57:12 AM |
| reliable_accounting | yes | 12:57:16 AM |
| Yash Kalra | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:57:21 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> | 12:57:22 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Yash Kalra has ended this chat session</i> | 12:57:25 AM |



