



Visitor Details

#77554 Ashleigh Stokley
Email: admin@viking-civil.com ☎ 12514656080
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 34 Secs
City: SEMMES
State: Alabama
Country: UNITED STATES

Chat Transcript

| | |
|------------------|---|
| Ashleigh Stokley | Hello, I am your Acebuddy |
| Acebuddy | Hello Ashleigh Stokley, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ashleigh Stokley | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ashleigh Stokley | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ashleigh Stokley | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Ashleigh Stokley | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Ashleigh Stokley | I am trying to download the new Quickbooks enterprise to the server and it keeps giving me an Unauthorized message. W |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

| | |
|------------------|---|
| Ashleigh Stokley | Ive tried to call, but the phone is not working properly |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| Ashleigh Stokley | thank you |
| Shivam Singh | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Ashleigh Stokley | CID71768 would this be the server info? |
| | it is Viking Civil Services, LLC |
| Shivam Singh | Great, thanks for the information |
| Ashleigh Stokley | could you please let me know as to what software you would like to install? |
| | We currently have Quickbooks desktop pro and I have purchased Quickbooks Enterprise Gold. In the downloads file to sta |
| Shivam Singh | I understand, I would like to inform you that you will not be able to install any applications from your end. Kindly share the end. |
| Ashleigh Stokley | Product: QuickBooks Enterprise Gold Users: 2 License: 894838980191574 Product Code: 298070 |
| | It is in the Downloads file on the server. |
| | Do i need to transfer this chat to the server internet Chrome? |
| Shivam Singh | I understand that, however an approval you need to be share by the POC for installation. |
| Ashleigh Stokley | I will share an email with you, on that mention your request with License details and we will have it installed overnight. (E |
| | ok. |
| Shivam Singh | Will this also be available for the 2nd user on their computer? |
| | You will receive an email within 5-10 minutes after the chat ends. Kindly respond to that email |
| Ashleigh Stokley | yes |
| | ok thank you |
| Shivam Singh | It will be installed on the server |
| | So, all the user within the server will be able to use it |
| | Is there anything else I may help you with ? |
| Ashleigh Stokley | Are we still connected here? |
| | thats all |
| Shivam Singh | thank you |
| | Thanks for the confirmation. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |

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

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

Shivam Singh has ended this chat session



Visitor Details

#76895 Hal Kern
Email: halkern@powercomsystems.com ☎ 19144037223
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPad
Browser: Google Chrome
Device: Mobile
Average Response Time: 2 Mins
City: PURCHASE
State: New York
Country: UNITED STATES

Chat Transcript

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

| | |
|----------------|--|
| Hal Kern | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Hal Kern | How to export a file outside of ace |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Deepak Taneja declined the transfer request.</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| Hal Kern | Hello, |
| | How can we do a “save as” and browse to storage locations outside of host server? |
| Anjainay Singh | Could you please confirm the data type you want to move out of Ace Server . |
| Hal Kern | Excel file |
| Anjainay Singh | Could you please provide your Excel file location on server which you want to move out of server so that I can provide you |
| Hal Kern | It would be in the shared documents folder on Ace server. I have not created the file yet. |
| Anjainay Singh | Once you create the excel file please save it in your desktop on server and we will take backup of that through We Transfe |
| Hal Kern | By accident, I have discovered a better method. On my home PC, I have mapped drives located on my office server. I con from within Ace. |
| Anjainay Singh | Please allow me 4-5 minutes so that I can look into it . |
| Hal Kern | Thank you |
| Anjainay Singh | Have you ever tried to save the data in mapped drive so that it can be seen at local machine . |
| Hal Kern | No, I always save it to my remote server. I will try it. |
| Anjainay Singh | You may try it as well until I will send you the we transfer setup guide in email which you may use to transfer data locally |
| Hal Kern | I’m familiar with we transfer but that is not a good method. |
| Anjainay Singh | Okay , just allow me two minutes so that I can provide you an alternative solutions |
| Hal Kern | Ok |
| Anjainay Singh | Could you please confirmed do you want to migrate your whole data to local or just Excel data. |
| | Are we still connected . |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | <i>Anjainay Singh has ended this chat session</i> |



Visitor Details

#76641 william Coble
Email: edwardc@vetoutletinc.com ☎ 575-763-5020
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 31 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

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|---------------|--|
| william Coble | Hello, I am your Acebuddy |
| Acebuddy | Hello Edwardc, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| william Coble | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| william Coble | Restart |
| Acebuddy | Hello Edwardc, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| william Coble | VDI/DaaS Support |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Pradeep Kumar accepted the chat transfer request.</i> |
| Pradeep Kumar | Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today? |
| | |

| | |
|---------------|--|
| william Coble | I have a user logged in to single user that I'm unable to reach. Would it be possible to reboot our server |
| Pradeep Kumar | Alright let me transfer the chat to the concerned Team. |
| | <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| | sure, Edward. |
| william Coble | Thank you |
| Sharath Kumar | please allow me a couple minutes, I am checking if there are other alternatives before restarting the server |
| william Coble | Can you log an individual user off |
| Sharath Kumar | that can be done, yes |
| william Coble | Dona please |
| Sharath Kumar | got it, allow me just one more minute |
| william Coble | of course |
| Sharath Kumar | Thank you for your patience, am just having a little trouble signing into the server |
| | trying a different credential this time |
| | I have successfully logged off Dona from the server |
| william Coble | let me try to log in |
| Sharath Kumar | thanks again for your patience |
| william Coble | Thanks for your help, I am logged in now. |
| Sharath Kumar | Glad to hear that! |
| | Anything else that I may assist you with? |
| william Coble | That is all, have a great day |
| Sharath Kumar | Thank you and I wish you the same. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Sharath Kumar has ended this chat session</i></p> |

Visitor Details

#76986 Vince Sobek

Email: admin@fortressholdingsinc.com ☎ 7023313020

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

| | |
|--------------|---|
| Vince Sobek | Hello, I am your Acebuddy |
| Acebuddy | Hello Vince Sobek, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Vince Sobek | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Vince Sobek | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Vince Sobek | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Vince Sobek | When trying to access remote desktop, it says "Connection was denied because the user account is not authorized for remote desktop connections" |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |

| | |
|--------------|---|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Vince Sobek | myrealdata\VinceSo.pro1 |
| | myrealdata\MarkBa.pro1 |
| | both of these are not working |
| Shivam Singh | Thanks for the information, allow me 2 minutes check the same. |
| | May I take the remote access of your local computer? |
| Vince Sobek | ok |
| Shivam Singh | Prior providing the access, I would suggest you to close any important documents at your end. |
| Vince Sobek | im ready |
| Shivam Singh | Great |
| | https://assist.acecloudhosting.com/join/6952284142 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | Vince, I checked with team. Il would like to inform you that users have reported profile corruption and we are looking into |
| Vince Sobek | ok |
| | will not notify me |
| | will you* |
| Shivam Singh | We sincerely apologize for the inconvenience this may have caused. Please be assured that our team is actively working c At this time, we are estimating a resolution within the next 2 hours . We will keep you informed and notify you as soon as |
| | Thank you for your patience and understanding. |
| Vince Sobek | ok |
| Shivam Singh | Vince, Is there anything else I may help you with? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |



Visitor Details

#77376 John Tillman
Email: john@jet-cpa.com 📞 19197493971
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 28 Secs
City: RALEIGH
State: North Carolina
Country: UNITED STATES

Chat Transcript

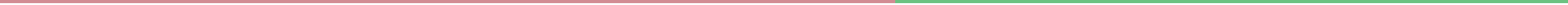
| | |
|--------------|--|
| John Tillman | Hello, I am your Acebuddy |
| Acebuddy | Hello John, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| John Tillman | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose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

| | |
|-----------------|--|
| Acebuddy | We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existi |
| | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t |
| | Do you need any further assistance on the topic? |
| John Tillman | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| John Tillman | how do I get to the portal |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| John Tillman | JETCPA.myrealdata.net |
| | John_Tillman |
| Shubham Kataria | Thank you for the information |
| | <i>6:23:39 AMShubham Kataria is sharing a file with you</i> <i>How to Manage ACE Server Users 4 (1).pdf - (Size:1.33 MB)</i> <i>Please refer to the attached document for login steps in my portal to manage users</i> |
| | Are you able to login onto the portal with the help of this document? (Edited) |
| John Tillman | It is giving me an invalid username and password error. |
| | I'm using what was provided to me. |
| Shubham Kataria | Click on the forgot password option in my portal |
| John Tillman | I did not forget my password. |
| Shubham Kataria | Your username should be you CID number |
| John Tillman | Would it be different than the portal login. |
| | what is a CID number |
| Shubham Kataria | CID is your Customer ID number registered with ACE |
| | Yes, it would be different from the server login |
| | CID74934 - this is your CID number |
| John Tillman | I found it. It does not work with my password. Is there a different password for the portal? |
| Shubham Kataria | Yes, my portal password is different. For the first time login please click on forgot password then it will authenticate you b |
| John Tillman | okay |
| Shubham Kataria | Yes |
| | John, Please let me know once you're able to access or any issue still persist. I will connect with you over remote session. |

| | |
|-----------------|---|
| | Thanks |
| John Tillman | Is there a certain password format. Mine is being rejected. |
| | and it checks all of the green boxes needed. |
| Shubham Kataria | Your password should contains minimum 12-14 characters with numbers, special symbols, upper case and lowercase alph |
| | <i>6:40:51 AMJohn Tillman is sharing a file with you</i> <i>image.png - (Size:583.9 KB)</i> |
| John Tillman | All boxes checked |
| Shubham Kataria | Alright, I will help you out. |
| | May I take the remote access of your server? |
| John Tillman | Yes |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. |
| John Tillman | okay... need 30 seconds |
| Shubham Kataria | No problem, take your time |
| John Tillman | okay... ready. |
| Shubham Kataria | Great, but it seems you're trying to access my portal from your local computer not from the server itself |
| | right? |
| John Tillman | that is correct. |
| | I need to be on ACE? |
| Shubham Kataria | Let me send you a link quickly |
| | No that's not mandatory |
| | https://assist.acecloudhosting.com/join/7652237044 |
| | please join this link after closing the important documents at your end. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | <i>The visitor's phone number was changed to 19197493971.</i> |
| | Thank you for your patience. |
| | As per our remote conversation you're able to access My portal. |
| | Is there anything else I may help you with ? |
| John Tillman | No thank you! |
| Shubham Kataria | You're welcome |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |

| | |
|--------------|--|
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.ace For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| John Tillman | okay |

Shubham Kataria has ended this chat session



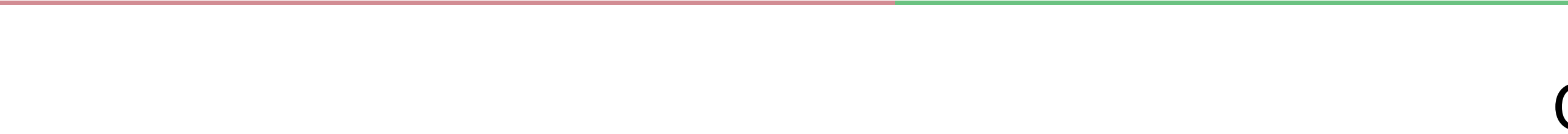
Visitor Details

#77046 Anita Scheiderer
Email: ams@acornbusinessassistance.com ☎ 260 342 1845
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW YORK
State: Louisiana
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------------------------|--|
| Acebuddy | Please select an option! |
| Anita Scheiderer | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| Ended due to chat idle timeout | |



Visitor Details

#76545 billz1
Email: billz1@msn.com ☎ 7184194130
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: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

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|----------|--|
| billz1 | Hello, I am your Acebuddy |
| Acebuddy | Hello Billz1, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| billz1 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| billz1 | I'd like to raise a Request |
| | |

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|----------|--|
| Acebuddy | Please select your request type. |
| billz1 | Password Reset |
| Acebuddy | Please select an option below |
| billz1 | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re |
| | Do you need any further assistance on the topic? |
| billz1 | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |

Acebuddy (bot) forwarded the chat request

Saurabh Surana has not responded for the transfer request.

Chat request was not picked up by the operators

I am ha

Visitor Details

#76941 Cordi Brewer

Email: coverpro.cordi@gmail.com 📞 8056464232

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%:

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: BORON

State: California

Country: UNITED STATES

Chat Transcript

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|--------------|---|
| Cordi Brewer | I am having trouble signing in to my portal |
|--------------|---|

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|--------------|--|
| Siddhant | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. |
| | <i>Siddhant is transferring the chat to Billing.</i> |
| | <i>Aditya accepted the chat transfer request.</i> |
| Aditya | I'm your Ace Buddy. I'll be happy to assist you! |
| Cordi Brewer | Thank you |
| Aditya | My name is Aditya, I will assist you today |
| | Can you please tell me your account name? |
| Cordi Brewer | myrealdata\CordiCP |
| | Marx Enterprises Inc dba CoverPro |
| Aditya | I think that you are unable to login into My Portal |
| | is that right? |
| Cordi Brewer | yes correct |
| Aditya | Ok |
| | this is the concern of our technical support department, so I will be transfering your concern to them. |
| | <i>Aditya is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Cordi Brewer | Any luck? |
| | ok |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| | As I can see the trail of message above your concern is regarding my portal. |
| | How may I assist you with it ? |
| Cordi Brewer | It says user name or password is invalid |
| Shivam Singh | Okay |
| Cordi Brewer | When I chose forgot password it says there is no email address matching mine |
| Shivam Singh | Okay let me check the details and registered email for your account. |
| Cordi Brewer | Is this the correct username myrealdata\CordiCP |
| Shivam Singh | Thank you for the information and allow 2 minutes to check the same. |
| Cordi Brewer | Thank you |
| Shivam Singh | Correct username will be CID72540 on MyPortal |
| | Also Registered POC isMr. Matt Murphy (Edited) |
| Cordi Brewer | I will try that. I have never seen that log in. I asked Matt and he is away from his desk and unable to verify my username I |
| Shivam Singh | How may I assist you with it. |

| | |
|--------------|---|
| | Are we still connected here? |
| Cordi Brewer | That did not work |
| | That username did not work |
| Shivam Singh | Cordi, please note that my portal is the tool for POC/Account owner to manage the users. |
| | You have to ask POC to access the My Portal. |
| | As the verification code will be shared with POC and on his email. |
| Cordi Brewer | I am not sure what that means |
| | I am using the same portal as I have in the past |
| | I got to Account Login and choose Ace Cloud Hosting MyPortal |
| Shivam Singh | Could you please share the Screenshot of the same. |
| | <i>4:10:43 AM</i> Cordi Brewer is sharing a file with you 1_image.png - (Size:1012.15 KB) |
| | <i>4:11:36 AM</i> Cordi Brewer is sharing a file with you 1_image.png - (Size:750.98 KB) |
| | Thanks |
| | As I can check the registered email for the My Portal is coverpromatt@gmail.com. |
| Cordi Brewer | yes, Matt is our in house IT rep for ACE Cloud. |
| | He is unavailable to check my username as he is in the field right now. I have my own log in |
| Shivam Singh | Let me tell you your username. |
| | CordiCP@myrealdata.net |
| Cordi Brewer | Thank you. Let me try that now. |
| Shivam Singh | Associated with the name Cordi |
| | Sure |
| Cordi Brewer | That still is not working |
| Shivam Singh | May I take the remote access of your local computer? |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Cordi Brewer | Yes please |
| Shivam Singh | https://assist.acecloudhosting.com/join/5682964477 |
| | Kindly paste this link in the browser of local computer and join the session. |
| Cordi Brewer | I also tried CoverPro1.myrealdata.net and that didn't work either |
| Shivam Singh | Please join the session after downloading the file |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | |

| | |
|--------------|--|
| | <div>4:22:06 AMShivam Singh is sharing a file with you</div> <div>CordiCP@myrealdata.net.zip - (Size:778 Bytes)</div> <div>Please unzip it by right click on it.</div> |
| | This is the RDP file to access your access |
| | Are we still connected here? |
| Cordi Brewer | yes |
| Shivam Singh | Did it work for you? |
| Cordi Brewer | yes, thank you |
| Shivam Singh | Is there anything else I may help you with ? |
| Cordi Brewer | That is all for now. Than you |
| Shivam Singh | Great |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acer |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Shivam Singh has ended this chat session |



Visitor Details

#76762 help

Email: help@triadcybersolutions.com 📞 3362999989

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|---|---|
| help | Hello, I am your Acebuddy |
| Acebuddy | Hello Help, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| help | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| Acebuddy (bot) forwarded the chat request | |
| Abhijeet Arun Thakur accepted the chat transfer request. | |
| Abhijeet Arun Thakur | Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today? |
| help | hi |
| Abhijeet Arun Thakur | Hello |
| | How may I assist you today? |
| help | TCSSecuredSVR.myrealdata.net |
| | username: TCS_NancySe@myrealdata.net |
| | this user is inactive |
| | please active this user |
| Abhijeet Arun Thakur | Thank you for the details. Let me transfer you to the concerned team. |
| Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting). | |
| Anjainay Singh accepted the chat transfer request. | |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| | Please allow me two minutes so that I can look into the issue . |
| | Could you please provide us the CID number related to account . |
| | Are we still connected here? |
| help | yes |
| Anjainay Singh | Please confirm same. |
| help | just active the account |
| | nothing else |

| | |
|----------------|--|
| Anjainay Singh | Please allow me sometime , I am checking this . |
| help | Give me few mins, got an urgent call |
| | please hold |
| Anjainay Singh | Yes we are working on your request . |
| | Please send an authorization email from email address [will@triadcybersolutions.com](mailto:will@triadcybersolutions.co |
| | Are we still connected? |
| | Are we still connected here? |
| | Are we still connected ? |
| help | yes |
| Anjainay Singh | Please refer above comment as we need authorization over an email |
| help | no other option |
| | this is just to activate the account man |
| Anjainay Singh | Please allow me two to three minutes. |
| help | wait |
| | sending you the email |
| Anjainay Singh | We have enable the account . |
| help | let me check |
| Anjainay Singh | Please do not send the email . |
| | <i>7:58:14 PM</i> help is sharing a file with you <i>image.png</i> - (<i>Size:129.29 KB</i>) <i>still facing issue</i> |
| | We may need to reset the password . |
| help | ok Will sent you guys the email also so just do it asap man |
| | user is waiting |
| Anjainay Singh | We need email from will@triadcybersolutions.com to [support@acecloudhsoting.cc |
| help | now dont ask me for the reset auth for pass |
| | he already sent an email |
| | he is the boss |
| | we cant ping him again and again |
| Anjainay Singh | Okay please allow me two minutes . |
| help | so do it |
| | |

| | |
|----------------|--|
| Anjainay Singh | Yes I am looking into it . |
| help | ?????????? |
| Anjainay Singh | I am looking for an alternate option , please allow me just one minute. |
| | Unfortunately as per company policy we need approval from [will@triadcybersolutions.com](mailto:will@triadcybersolutic |
| help | Will already sent you an emailman |
| | and after that you reveled that we need to reset password also |
| | the existing password should work man |
| | I can share you the current password |
| | as he reset today |
| Anjainay Singh | I just received an email , I am resetting the password. |
| help | fast pleaseeee |
| Anjainay Singh | Yes I am sending . |
| | I have just send it now. |
| help | its still not working bbro |
| | the password you sent |
| | zY8p#0xJ2P |
| | Server Name: TCSSecuredSVR.myrealdata.net Username: TCS_NancySe@myrealdata.net |
| Anjainay Singh | Okay I am sending you the new RDP . |
| help | you reset for this? |
| | please be fast |
| | user is angry |
| Anjainay Singh | I have send the new RDP please access the server using new RDP and new Password . |
| help | it will have all data?? |
| | which old have |
| Anjainay Singh | Yes the data will remain same . |
| | Could you please confirm is it resolved. |
| | Are we still connected here? |
| help | yes iim here |
| | its not leting me save pass |
| Anjainay Singh | Have you checked the box for remember my credentials |
| help | yes i dids |
| Anjainay Singh | and you are still not able to save password . |

| | |
|----------------|--|
| | <p>8:40:10 PMhelp is sharing a file with you</p> <p>image.png - (Size:94.28 KB)</p> <p>I cannot see any option now</p> |
| | May I take the remote access of your local computer? |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| help | ok |
| | send link |
| | fasttt |
| Anjainay Singh | https://assist.acecloudhosting.com/join/1222354401 |
| | Please copy URL at your local machine browser. |
| help | you restated man |
| | ????? |
| | what are you man |
| | restarting it without my concern |
| | ??? |
| | doing it again and again |
| Anjainay Singh | I apologies for the issue , but changes made on registry would not have been updated if we have not restarted the machi |
| help | at least inform me |
| Anjainay Singh | I apologies for the same |
| | Could you please login again into your machine . |
| | Please login into machine |
| | Is there anything else I may help you with ? |
| help | no |
| | help has ended this chat session |



Visitor Details

#76585 eda
Email: eda@walldorfcapitalventures.com 📞 14234001756
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 7 Secs
City: SAN BARTOLOME
State: Bulacan
Country: PHILIPPINES

Chat Transcript

| | |
|-----------------|--|
| eda | Hello, I am your Acebuddy |
| Acebuddy | Hello Eda Walldorf, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| eda | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| eda | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| eda | Password Reset |
| Acebuddy | Please select an option below |
| eda | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. |
| | Do you need any further assistance on the topic? |
| eda | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| eda | Hi |
| Ashutosh Mishra | I will surely help you with this issue. |

| | |
|-----------------|---|
| eda | I'm trying to log in through Microsoft Remote Desktop, but it says the password is incorrect. |
| | Can you help me access QuickBooks? The accountant who managed it is no longer working with us |
| | ? |
| Ashutosh Mishra | Sure |
| | Kindly allow me two minutes to check the same. |
| eda | ok |
| Ashutosh Mishra | I see that you are part of the shared server, i would require approval from the registered email eda@walldorfcapitalventuri |
| eda | ok |
| Ashutosh Mishra | We can end chat session, i will send you ticket id and request to approve the password reset. |
| eda | Sure, thanks! |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought |
| | <i>Ashutosh Mishra has ended this chat session</i> |



Visitor Details

#76558 Mrinal Test CRM
Email: mrinalmay01015crm@test.in
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: CHHAJARSI
State: Haryana
Country: INDIA

Chat Transcript

| | |
|-----------------|---|
| Mrinal Test CRM | Hello, I am your Acebuddy |
| Acebuddy | Hello Mrinal Test Crm, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Mrinal Test CRM | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mrinal Test CRM | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Mrinal Test CRM | Server Resource Addition |
| Acebuddy | Please select the resource type you'd like to add |
| Mrinal Test CRM | Disk Space |
| Acebuddy | Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our s |
| | This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to |
| | If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below lin |
| | Do you need any further assistance on the topic? |
| Mrinal Test CRM | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session

Visitor Details

#77142 linsey hempel
Email: linsey@thepinnaclecompanies.com ☎ 19708525989
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: 44 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| linsey hempel | Hello, I am your Acebuddy |
| Acebuddy | Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| linsey hempel | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| linsey hempel | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| linsey hempel | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| linsey hempel | 695632 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| linsey hempel | Cane NO: 695632 we have all users logged out of Ace can you please restart our server |
| Shashwat Verma | Hello Linsey |
| linsey hempel | i need to allow people to get back into do their work. |
| Shashwat Verma | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| linsey hempel | thank you |
| Shashwat Verma | We have rebooted your server, is there anything else I may help you with? |
| | Are we still connected here? |
| | Are we still connected here? |

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



Visitor Details

#77049 Claire Speake
Email: corporate@sgwfresno.com 📞 15593479965
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 13 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

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

| | |
|---|---|
| | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Claire Speake | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Claire Speake | I need a link from my main computer onto my server, that allows me to upload documents and attach them to QB. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Claire Speake | You have permission to access my computer, if you can please hop on and create the appropriate folder |
| Ashutosh Mishra accepted the chat transfer request. | |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Claire Speake | Daniel.T |
| | SGW.myrealdata |
| Ashutosh Mishra | Sure i can assist over the remote session. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Claire Speake | ok |
| Ashutosh Mishra | Kindly paste this link in the browser of local computer and join the session. |
| | https://assist.acecloudhosting.com/join/8642657710 |
| Claire Speake | Thank you for your help. |
| Ashutosh Mishra | As per discussion over the remote session, The issue is resolved by attaching C and D drive to RDP local resources and ch |
| | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| Claire Speake | You got it. Thanks |
| Ashutosh Mishra | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Ashutosh Mishra has ended this chat session

Visitor Details

#76603 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: NEW YORK

State: New York

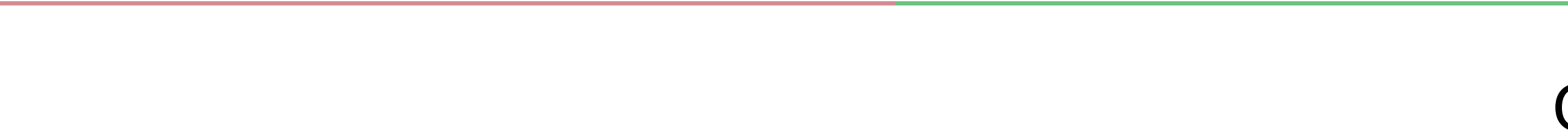
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| info | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| info | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| info | can I know my server address? |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| info | like CA, NY etc |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| info | hello |
| | could you check the server address? like CA, NY etc |
| | I think we have different address from actual address(?) |
| Ashutosh Mishra | I understand. |
| | Kindly allow me two minutes to check the same. |
| info | yes sure |
| Ashutosh Mishra | Kindly help me with your server name? |
| info | server name is Bongryong.myrealdata.net. |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | The server is located in Nevada. |
| info | Is there no possibility in CA? |
| | because when I tried to login, i got the email. someone tried to login in CA. |
| Ashutosh Mishra | None of our servers are located in California. |
| | Please share any screenshot of the message, if possible. |
| info | oh, now i can't. but thanks for checking. |
| Ashutosh Mishra | Do you have MFA security enabled for your server login? |
| info | um, yes. when I tried to login in bank, I have to get the security code. |
| | *had |
| Ashutosh Mishra | If MFA security is enabled you will get an OTP to login on server. |
| info | um, but to get the code by phone also include case? |

| | |
|---|--|
| Ashutosh Mishra | Do you mean a personal bank account because that would be unrelated to server. What i mean by MFA security is that if I |
| info | um no. it was about the bank. I think it's not related. never mind. Thank you! |
| Ashutosh Mishra | I see. |
| | Is there anything else I may help you with ? |
| info | no. that was all. thank you. |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought |
| Ashutosh Mishra has ended this chat session | |



Visitor Details

#77395 Constance Marie Forsythe
Email: connieforsythe@gmail.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: PILLAGER
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Constance Marie Forsythe | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Constance Marie Forsythe | Password Reset |
| Acebuddy | Please select an option below |
| Constance Marie Forsythe | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re |
| | Do you need any further assistance on the topic? |
| Constance Marie Forsythe | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session



Visitor Details

#77646 Nichole Steele

Email: nichole@44interactive.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: SIOUX FALLS

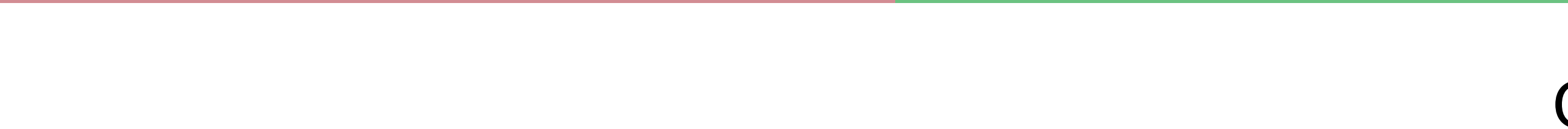
State: South Dakota

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Nichole Steele | Hello, I am your Acebuddy |
| Acebuddy | Hello Nichole, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nichole Steele | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Nichole Steele | Restart |
| Acebuddy | Hello Nichole, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nichole Steele | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Abhijeet Arun Thakur accepted the chat transfer request.</i> |
| Nichole Steele | i got a new computer system and need help attaching ace cloud hosting to my main desk top |
| | <i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| | i dont want to keep using old log in information on a email |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| Nichole Steele | k |
| | i got a new computer system and need help attaching ace cloud hosting to my main desk top |
| | i dont want to keep using old log in information on a email |
| Anjainay Singh | Thankyou for sharing details with us so for as I have understood you want to setup new RDP file on new machine to acces |
| Nichole Steele | i have an account on the old computer i just need it set up on the new computer but dont know how to set it up on here |
| Anjainay Singh | Please do not worry about it , I will guide you step by step to setup the RDP on server. |
| Nichole Steele | great whats first |
| | ??? |
| Anjainay Singh | May I take the remote access of your local computer? |
| Nichole Steele | sure |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. |
| Nichole Steele | yep just did |

| | |
|----------------|---|
| | you can have control |
| Anjainay Singh | Thankyou for your cooperation. |
| | https://assist.acecloudhosting.com/join/4182408027 |
| | Please copy this URL at your local machine browser so that I can access it. |
| | Thankyou for being patient with us. |
| | Are we still connected here? |
| | As issue has been resolved and confirmed by you so we are disconnecting this chat session. |
| | <i>Anjainay Singh has ended this chat session</i> |



Visitor Details

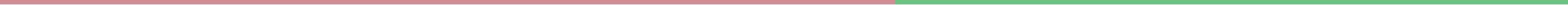
#76971 Donna Meier
Email: jgunver@ei3.com ☎ 12017837272
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: CLIFFSIDE PARK
State: New Jersey
Country: UNITED STATES

Chat Transcript

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

| | |
|-------------|--|
| | Welcome to Ace Support. |
| | Please chose an option : |
| Donna Meier | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Donna Meier | Password Reset |
| Acebuddy | Please select an option below |
| Donna Meier | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. |
| | Do you need any further assistance on the topic? |
| Donna Meier | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session



Visitor Details

#77101 Asif Ali
Email: admin@qscpa.com 📞 16145587724
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 12 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| Asif Ali | Hello, I am your Acebuddy |
| Acebuddy | Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Asif Ali | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Asif Ali | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Asif Ali | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Asif Ali | VPN Client Manager is showing offline. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Gaurava Tyagi declined the transfer request.</i> |
| | <i>Tushar accepted the chat transfer request.</i> |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Asif Ali | Hi Tushar |
| | 3Qscpa |
| | I am user3 |
| | ISP changed the router |
| | However no changes are made in configuration to access shaed drive through remote desktop |
| | But VPN Client is showing offline |
| | and I cannot access shared drivethrough remote desktop |
| Tushar | Thank you for the detailed description of the issue. |
| | Kindly allow me two to four minutes to check the same. |
| Asif Ali | sure |
| Tushar | Kinly log off and try again to see if the issue is resolved or not. |
| | <i>12:29:21 AMAsif Ali is sharing a file with you</i> <i>1_image.png - (Size:17.96 KB)</i> |
| Asif Ali | It is stuck here |
| | trying againa and again |
| | |

| | |
|----------|---|
| Tushar | Kindly allow me two minutes to check the same. |
| Asif Ali | Are you there? |
| Tushar | Yes, I'm here it is taking time. |
| | May we reboot the server once. |
| | <i>12:43:26 AM</i> Asif Ali is sharing a file with you image.png - (Size:29.84 KB) |
| Asif Ali | you mean our server |
| Tushar | We will pop up a prompt on the active user session to save their work. |
| | Yes. |
| Asif Ali | i am doing now |
| Tushar | May I reboot the server now? |
| | only your session is showing active as of now. |
| | Kindly let me know when you are logged off so that I can reboot the server. |
| | We will have to escalate this matter as the issue is still not resolved. The escalation team will email you regarding the san |
| | as this session is disconnected from your end. |
| | Asif Ali, Is there anything else I may help you with? |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Tushar has ended this chat session



Visitor Details

#77541 Anthony Tun
Email: accounting@crystal-belize.com ☎ 19365701973
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: BELIZE CITY
State: Belize
Country: BELIZE

Chat Transcript

| | |
|-------------|---|
| Anthony Tun | Hello, I am your Acebuddy |
| Acebuddy | Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Anthony Tun | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Anthony Tun | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Anthony Tun | Application Version Upgrade |
| Acebuddy | Please select the application you would like to upgrade : |
| Anthony Tun | QuickBooks |
| Acebuddy | Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update |
| | <ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code |
| | Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need any downtime. |
| | Do you need any further assistance on the topic? |
| Anthony Tun | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session



Visitor Details

#77332 john
Email: john@claritymba.com 📞 415.491.1099
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: 51 Secs
City: SAN RAFAEL
State: California
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--|
| john | Hello, I am your Acebuddy |
| Acebuddy | Hello John, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| john | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| john | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| john | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| john | server ForwardLLP.myrealddata.net, user session frozen for user Admin_CMBA, please reset session - numerous previous tik |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Shubham Kataria accepted the chat transfer request. |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| john | hello Shubham! |
| Shubham Kataria | Hello John |

| | |
|-----------------|---|
| john | ForwardLLP.myrealdata.net, user Admin_CMBA |
| Shubham Kataria | Could You please confirm If only QuickBooks is frozen? |
| john | not at all related to quickbooks |
| | the entire remote session is frozen |
| | known issue related to a powershell script that I am working to replace |
| | usually a quick reset is all that is necessary |
| Shubham Kataria | Please allow me a minute to check the same |
| | Could you please confirm the tool name which you're were using before the session stucked |
| john | Microsoft Powershell |
| | trying to get a list of files in a folder |
| | usually it works fine, but one folder has problems |
| | i'm in the process of migrating the task to another app |
| | ok, I see you signed me out, thank you! |
| Shubham Kataria | Upon checking, I don't found any powershell task opened on your end |
| | Could you please try to login again and check |
| john | I'm not sure exactly what causes the freeze |
| | it seems that the task completes successfully and then the freeze happens |
| | but it usually happens right after this one task |
| Shubham Kataria | Alright, Please try to access now |
| john | i was able to log in, everything looks good |
| Shubham Kataria | For this issue, earlier we had created new user profile for you |
| john | yes |
| Shubham Kataria | Had you used that profile to check whether the issue occurs in new profile as well |
| john | I had not - I don't think I ever received login information for the new profile |
| | at the same time, the issues were reduced in frequency and so I didn't think to notice that I hadn't switched over |
| | <i>8:21:39 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:32.39 KB)</i> <i>We had shared the user profile on below mentioned email</i> |
| | I must be mistaken |
| | it has been very busy around here lately |
| Shubham Kataria | No problem, If you would like we can activate this new profile again and you may test the task with new user profile |
| john | that's fine, let's go ahead and do that, thank you |
| | |

| | |
|-----------------|---|
| Shubham Kataria | You're welcome |
| john | shall I use the login information provided earlier? |
| Shubham Kataria | And could you please confirm user John_CMBA is not facing freezing issue |
| john | correct, no problems there |
| Shubham Kataria | Unfortunately no, because we haven't received any response from your side that's why we had disabled that profile |
| | But i will re-enable it again and share the credentials again |
| | before that May I take the remote session of your server. |
| john | sure |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| john | it's clunky even when it works but i don't speak code very well yet - I'm learning! |
| | you can see from the task builder output window that the process has completed, however now my session is frozen |
| Shubham Kataria | Let me check, please allow me two minutes |
| | Could you please confirm one more thing if this issue occurs in this particular script or facing the same in every script |
| john | as far as I remember it's just this one |
| | I can try and rewrite it - I'm not sure what the issue is |
| Shubham Kataria | It seems that you're facing the issue in this particular script. Could you please try to re create the script |
| | As other scripts are working fine - right? |
| john | yes as far as I know all other scripts are not problematic |
| | i have dozens of scripts and they run in sequence so it has been difficult to narrow down which one was causing the trout |
| | I can recreate the script but my session is frozen currently |
| Shubham Kataria | As of now, I am disconnecting your session. After that you may re-create the script as it seems to be a issue in this specifi |
| john | very good |
| Shubham Kataria | I've logged you off |
| | Now you may try to re-create the script and then try and if something needs to be done from our end. please let us know |
| | Are we still connected here? |
| john | yes, almost finished |
| Shubham Kataria | okay |
| john | I had opened up another similar task that was not problematic, and found several changes that should be incorporated in |
| | testing now |
| Shubham Kataria | Great |
| john | unfortunately it seems that the session is still freezing on completion |

| | |
|-----------------|---|
| | thank you for signing me out again |
| | I will avoid using that task until such time as the new profile is available |
| Shubham Kataria | So, the conclusion is that the session is getting stuck only in this particular script, while the other scripts are working fine |
| john | also, it may be the case that my new workaround will be working soon |
| | yes, and this last time I had applied all the updates, there should be no real difference between this task and one that does |
| | the other thing is that maybe there is a problem with the folder? |
| Shubham Kataria | Yes, it might be possible because the rest scripts are working fine. There might be issue in folders or the script itself |
| john | I'm running another task set now just to test |
| Shubham Kataria | I would also like to inform you that creating a new profile won't resolve the issue, as all the other scripts are working fine |
| john | that is probably true |
| | I didn't want to not take your advice since I'm taking so much time now |
| Shubham Kataria | That's not an issue. We're here to assist you, and if anything is needed from the server side, we'll be happy to help. |
| john | ok - my plan of action then is to simply discard this task altogether and use a workaround |
| Shubham Kataria | Yes, please |
| | If something required from us, please feel free to reach out us anytime |
| john | thank you so much for everything |
| Shubham Kataria | You're welcome, |
| | I will keep the ticket open for next 24 hours, If something required from us. please revert over the same email |
| john | ok thanks |
| Shubham Kataria | You're welcome |
| | Is there anything else I may help you with ? |
| john | that's it for now - thanks again! |
| Shubham Kataria | You're welcome |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shubham Kataria has ended this chat session

Visitor Details

#76520 courtney

Email: courtney@dottconstruction.com ☎ 7175870004

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: COLUMBIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| courtney | Hello, I am your Acebuddy |
| Acebuddy | Hello Courtney, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| courtney | Sales & Solutions |
| Acebuddy | Please wait while we connect you to one of our Sales Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rishabh Gogia accepted the chat transfer request.</i> |
| Rishabh Gogia | Hello Courtney! |
| | How can I help you? |
| courtney | Hi. I am getting notificatins that my QB service is ending on 5/31/25. Can you explain my options moving forward? |
| Rishabh Gogia | Sure, I'll be glad to assist you with this. |
| | Give me a moment to check your account. |
| courtney | thank you |
| | |

| | |
|---------------|---|
| Rishabh Gogia | I can see that you are currently using Premier Contractor 2022 on our servers. |
| | I believe you must be aware that Intuit has discontinued Pro & Premier versions. |
| courtney | yes |
| Rishabh Gogia | Hence, we can help you upgrade to QuickBooks Desktop Enterprise |
| courtney | are there any other options other than enterprise? |
| Rishabh Gogia | Since we are a commercial partner with Intuit, hence we can also help you with a 20% discount on the license cost. |
| | You will need to connect with Intuit to check if they can still provide you with Premier 2024 licenses. |
| courtney | When I contact them, they said to make sure I don't discontinue my current version or I will lose it. But when I call, they d |
| Rishabh Gogia | Courtney, I am unable to confirm the same since as per our record, it is a license that is pre-owned by you. |
| courtney | This always happens. Ace says I need to contact intuit and Intuit says I need to contact Ace |
| Rishabh Gogia | But give me a moment, let me transfer you to our technical support to confirm if you are using our license. |
| | <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Courtney |
| courtney | hello. everytime I contact ace, they tell me to contact intuit for lisenace, and when I call intuit, they have no record of my C can you please help me sort this out? I called Intuit and the woman told me that when I upgrade, I should keep the same version or I will lose my ability to ever but she said I need to do it through Ace because they have no record of a lisenace I am wondering what options I have as far as my current version ending on May31st |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| courtney | rdg.myrealddata.net KristineMo.pre1 |
| Anurag Sharma | Thanks for the confirmation ! |
| | Could you please share me the license details you are sharing with Intuit? |
| courtney | I have given them several They dont recognize any of them, and I always had to get on a 3 way call in the past with Ace and Intuit in order for anyon |
| Anurag Sharma | I can understand the difficulty you are facing handling this issue. To resolve this confusion, we recommend to have a 3 wa |
| | Please share your phone number and availability time along with the time zone so that we can arrange the same for you. |
| courtney | 7175870004. I am available now until 3:00, or Monday from 10:00-2:00 |
| Anurag Sharma | Thank you for sharing the details. |

| | |
|---------------|--|
| | Welcome to Ace Support. |
| | Please chose an option : |
| Chris Rhodes | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Chris Rhodes | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| | <i>5:50:06 PMChris Rhodes is sharing a file with you</i> <i>image.png - (Size:11.25 KB)</i> <i>When trying to login to QBs this message appears.</i> |
| | Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello |
| | Are we still connected here? |
| | <i>5:52:33 PMChris Rhodes is sharing a file with you</i> <i>1_image.png - (Size:11.25 KB)</i> |
| Chris Rhodes | Hello Anurag. I get the following message when I try to login QBs. |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Chris Rhodes | CID71512 Englo Inc |
| Anurag Sharma | Thanks for the confirmation ! |
| | Kindly allow me two minutes to check the same. |
| Chris Rhodes | Thank you |
| Anurag Sharma | As I can check the QB services are not working on the backend. |
| | We would need to reboot the server in order to resolve this issue. |
| | But there are active users on the server. |
| | Please ask the active users to log off from the server once. |
| Chris Rhodes | They are logging out now. |
| Anurag Sharma | Okay |
| | Please confirm if I can schedule a server reboot in 5 minutes? |
| Chris Rhodes | Yes you can. |
| Anurag Sharma | |

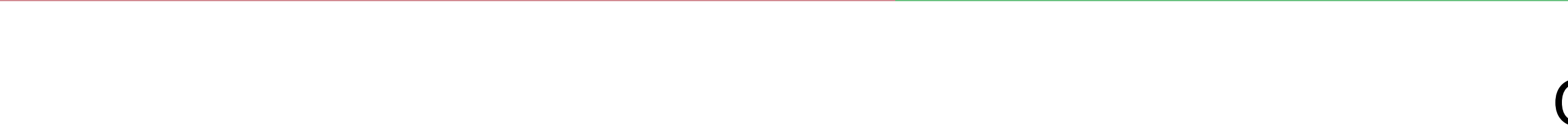
Chat Transcript

| | |
|--------------|--|
| preston | Hello, I am your Acebuddy |
| Acebuddy | Hello Preston, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| preston | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| preston | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| preston | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| preston | Setback |
| Acebuddy | Please select an option! |
| preston | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| preston | Unable to connect to quickbooks remote desktop. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Gaurava Tyagi declined the transfer request.</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| preston | Hello. |
| | myrealdata\KarlaGonzalez |
| | myrealdata\DanielaLevin |
| Shivam Singh | Thanks for the information. |
| | Kindly allow me two minutes to check the same. |
| preston | Is the issue for the mentioned 2 users or all the users are affected? |
| | i think it is all the users. |
| | myrealdata\SusanaLeano |

| | |
|--------------|--|
| | i have this username as well. I dont think i am able to get access to this one either |
| Shivam Singh | Okay, what error are you getting while accessing the server? |
| preston | It says something like cannot connect to remote desktop |
| Shivam Singh | Could you please share the screenshot? |
| preston | one second, i am not the user for quickbooks so ill go check on the users computer |
| Shivam Singh | Sure |
| preston | It says "There was a problem connecting to the remote resource. Ask your network admin. for help/ |
| | We have not made any changes. This issue started occuring on Friday of last week |
| Shivam Singh | Okay and it had affected all the user. |
| preston | correct |
| Shivam Singh | Could you please try now? |
| preston | sure, one moment |
| Shivam Singh | Otherwise, I have to check on the local end as to where the issue is lying. |
| preston | I still received the same error |
| Shivam Singh | May I take the remote access of your local computer? |
| preston | I dont have the remote desktop installed on my computer but if youd like to set it up and check that is fine with me |
| Shivam Singh | Do you have password for listed any user? |
| preston | I believe so. |
| Shivam Singh | We can try that out with other user login credential |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| preston | ok |
| Shivam Singh | Kindly paste this link in the browser of local computer and join the session. |
| | https://assist.acecloudhosting.com/join/8862161151 |
| | Is there anything else I may help you with ? |
| | We will share the Server details over the email. |
| | Connection-specific DNS Suffix . : myrealdata.net IPv4 Address. : 207.60.97.38 Subnet Mask : 255.255.255.0 Default Gateway : 207.60.97.1 Gateway :- RDG.myrealdata.net |
| | Are we still connected here? |
| preston | thank you for the info |
| Shivam Singh | Is there anything else I may help you with ? |
| | |

| | |
|--------------|---|
| preston | thats all, i will contact back if i have any issues creating the whitelist |
| Shivam Singh | Great ,Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shivam Singh has ended this chat session



Visitor Details

#77030 Kristin Venezio

Email: kristin@integritybp.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: FRISCO

State: Texas

Country: UNITED STATES

Chat Transcript

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

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



Visitor Details

#76796 bponn
Email: bponn@ponnmachine.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: WOBURN
State: Massachusetts
Country: UNITED STATES

Chat Transcript

| | |
|--|--|
| bponn | Hello, I am your Acebuddy |
| Acebuddy | Hello Bponn, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| bponn | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| Acebuddy (bot) forwarded the chat request | |
| Shubham accepted the chat transfer request. | |
| Shubham is transferring the chat to Support(QB & App Hosting). | |
| Ashutosh Mishra accepted the chat transfer request. | |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |

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



Visitor Details

#76657 Carl Miller
Email: carl@firesidelawyers.com 📞 17203573038
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: 2 Mins 1 Sec
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

| | |
|-------------|--|
| Carl Miller | Hello, I am your Acebuddy |
| Acebuddy | Hello Carl, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Carl Miller | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |

Acebuddy (bot) forwarded the chat request

Shubham accepted the chat transfer request.

| | |
|--|---|
| Shubham is transferring the chat to Support(QB & App Hosting). | |
| Carl Miller | Hello, Shubham, I'm reaching out about Ticket number 689939. |
| | I'm trying to log in to the Self-Help website but I'm getting the following error: "Unable to log you on because your account is locked. Please contact your administrator for assistance." |
| Shubham is transferring the chat to Support(QB & App Hosting). | |
| Rohit Kumar accepted the chat transfer request. | |
| Rohit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today. |
| Rohit Kumar is transferring the chat to Yash Kalra. | |
| Yash Kalra accepted the chat transfer request. | |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. |
| | Kindly allow me two minutes to check the same. |
| Carl Miller | Thank you. |
| Yash Kalra | Carl, we have made some changes from the backend, please try to login now. |
| Carl Miller | I'll try right now. |
| Yash Kalra | Please let us know if the issue is resolved? |
| | Sure, please take your time |
| Carl Miller | That's done it. Thank you! |
| Yash Kalra | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| carl has ended this chat session | |



Visitor Details

#77610 Hary
Email: accounting@qmarksupply.com ☎ 2263380068
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan

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

Operating System: Linux

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 50 Secs

City: WATERLOO

State: Ontario

Country: CANADA

Chat Transcript

| | |
|-------------|--|
| Hary | Hello, I am your Acebuddy |
| Acebuddy | Hello Hary, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Hary | VDI/DaaS Support |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Moin Latief accepted the chat transfer request.</i> |
| Hary | Hi , I have open ticket # 701563 |
| Moin Latief | Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you? |
| Hary | Hi , I have open ticket # 701563 |
| | I need to set up RDP with Remmina |
| Moin Latief | Thank you for the information. You have contacted VDI support, allow me to transfer your chat to concerned department. |
| Hary | ok |
| | <i>Moin Latief is transferring the chat to VDI/DaaS Support.</i> |
| | <i>Shubham accepted the chat transfer request.</i> |
| | <i>Shubham is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Tushar accepted the chat transfer request.</i> |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. |
| Hary | Hi , I have open ticket # 701563 |
| | I need to setup RDP with Remmina |
| Tushar | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| Hary | This is my setup Server : QmarkSupplyLLC.myrealdata.net Username Haryantoh@myrealdata.net |
| Tushar | May I take the remote access of your local computer? |

| | |
|--------|---|
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Hary | sure |
| Tushar | https://assist.acecloudhosting.com/join/7902250207 |
| | Kindly Click on the link and open the downloaded file. |
| Hary | it didn't download to my linux |
| | downloading now\ |
| Tushar | okay kindly open t afterwards and provide necessary permission. |
| Hary | go ahead |
| Tushar | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | Kindly enter your password. |
| | The remote session screen is stuck. |
| | Are we still connected here? |
| Hary | yes |
| | the mouse is moving |
| | did you see it's failed ? |
| Tushar | I have lost the emote session there were other few more settings to be edited before connecting. |
| | could you kindly re provide me the remote access. (Edited) |
| | Is there anything else I may help you with ? |
| Hary | thanks |
| Tushar | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| Hary | have a good day |
| Tushar | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Tushar has ended this chat session



Visitor Details

#77026 Erika Collins

Email: ecollins@rooftechconsulting.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: IMPERIAL

State: Missouri

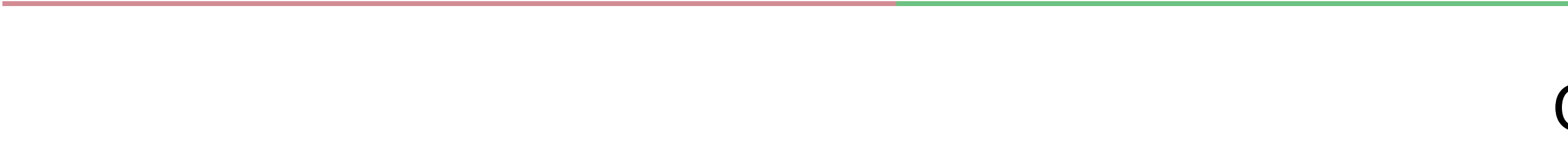
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---|
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| Erika Collins | My QBS freezes when i try and log in and can not click on anything |
| | when i close out it wil not reset |
| Shivam Singh | Okay, Allow me to look into it. |
| Erika Collins | ok |
| Shivam Singh | Is it just affecting you or any other user/s are also getting affected by the same. |
| Erika Collins | just me i think |
| Shivam Singh | Thanks for the confirmation. |
| Erika Collins | yes |
| Shivam Singh | Erika, please try now. |
| Erika Collins | ok one sec |
| Shivam Singh | I will wait for your confirmation |
| Erika Collins | logging on now |
| Shivam Singh | Great |
| Erika Collins | ok seems to be workin |
| Shivam Singh | that's great. |
| Erika Collins | howwver every time i log in it says i need to updat |
| | can you check this and why im getting this everytime |
| Shivam Singh | Rest assured, your updates will be installed during the night hours. |
| Erika Collins | but it never fixes it |
| | have had this issue since we got your system |
| Shivam Singh | Yes, there are some updates that need to be installed. |
| | Could you please share the screenshot so that I can isolate the issue |
| Erika Collins | im past that screen now as im working and need to get things done |
| | just annoying everytime im getting the same issue |
| Shivam Singh | See Erika, Quickbooks release some minor and major updates most of the time. |
| Erika Collins | ok |

Erika Collins has ended this chat session



Visitor Details

#77650 Nita Nydam
Email: nita.n@903inc.com
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: 58 Secs
City: LEHIGHTON
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| Nita Nydam | Hello, I am your Acebuddy |
| Acebuddy | Hello Nita Nydam, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nita Nydam | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Nita Nydam | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Nita Nydam | Change in Users |
| Acebuddy | Please select your desired option! |
| Nita Nydam | User Addition |
| Acebuddy | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t |
| | Do you need any further assistance on the topic? |
| | |

| | |
|----------------|---|
| Nita Nydam | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| Nita Nydam | could you please add a new login for a new hire? Kathleen.R@903in.com |
| Shashwat Verma | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur |
| | Kindly share us the full name, email address and phn no. |
| Nita Nydam | thanks |
| Shashwat Verma | Also you can add the same by using myportal |
| | Are we still connected here? |
| | Are we still connected here? |
| Nita Nydam | I sent the email- thank you |
| Shashwat Verma | Sure |
| | Will do that and let you know. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <i>Shashwat Verma has ended this chat session</i> |



Visitor Details

#76693 gdk491
Email: gdk491@gmail.com 📞 5737033040
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop

Average Response Time: 28 Secs
City: DONIPHAN
State: Missouri
Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| gdk491 | Hello, I am your Acebuddy |
| Acebuddy | Hello Gdk491, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| gdk491 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| gdk491 | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| gdk491 | Password Reset |
| Acebuddy | Please select an option below |
| gdk491 | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re |
| | Do you need any further assistance on the topic? |
| gdk491 | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello |
| gdk491 | Programm is asking for a password reset when I try to do it it asks for questions i have no idea what the answers are and |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| gdk491 | Greg |
| Anurag Sharma | Thanks for the confirmation ! |
| gdk491 | GregK.Nent1 |
| Anurag Sharma | After this chat I will send you an email. You can revert back to that with an approval from the primary contact. |
| | |

| | |
|---------------|---|
| gdk491 | ok |
| Anurag Sharma | Once we will get the email confirmation. We will send you the new password via email. |
| | Is there anything else I may help you with ? |
| gdk491 | Is this the password for Ace Cloud hosting Thats the problem |
| Anurag Sharma | Yes, you can use that password to login into the server. |
| gdk491 | Why is it asking for anwers to questions I have never answered before It looks suspicious |
| Anurag Sharma | Okay |
| | May I take the remote access of your local computer? |
| gdk491 | yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/5462773758 |
| gdk491 | ready |
| Anurag Sharma | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | The issue seems to be resolved now. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| gdk491 | yes Im heree Thanks |
| | You solved my problem I do not need anything else at this time |
| Anurag Sharma | Thanks for the confirmation |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.ace |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Anurag Sharma has ended this chat session</i> |

Visitor Details

#77580 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991763

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| | Anurag Sharma accepted the chat transfer request. |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello George |
| George Fowler | Hello Anurag I need help resetting my password |
| Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| George Fowler | GeorgeF |
| | Candlelite |
| Anurag Sharma | Thanks for the confirmation ! |
| | George as I can check Anjainay just helped you out with your password reset request. |
| | Could you please confirm what issue you are facing now? |
| George Fowler | nevernind |
| | i was able to logon |
| Anurag Sharma | Okay |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Visitor Details

#7652 Bridget

Email: ap@2flyairborne.com ☎ 13212786900

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: MERRITT ISLAND

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Bridget | Hello, I am your Acebuddy |
| Acebuddy | Hello Bridget, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Bridget | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Bridget | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Bridget | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Bridget | MFA set up due to new phone |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati declined the transfer request.</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Bridget | Microsoft Authenticator BridgetBa |
| Shivam Singh | Thank you for the information and allow 2 minutes to check the same. |
| | Hi there, as you mentioned that you would require MFA activated for the new phone of yours, right? |
| Bridget | yes and do not know how to get the information without a QR code |
| Shivam Singh | Okay, No issues. |
| | |

| | |
|--------------|---|
| | Allow me 2 minutes to check the information, I will be right back with you. |
| | We have made some backend changes. Kindly attempt to log in to the server again — you should be prompted to set up 2 |
| Bridget | Ok |
| | only gives me option for email code |
| Shivam Singh | please set the email and then Please check your email for the verification code and enter it when prompted. |
| Bridget | ok doing that now |
| Shivam Singh | Great, please take your time. I am here. |
| Bridget | I am in but now need to set up MFA with the app |
| Shivam Singh | Yes, please proceed with App now. |
| | Open the app and proceed with the app setup. |
| Bridget | how do I do that since there is now code or anything to input in the app |
| Shivam Singh | Please log off from the server and log back in |
| Bridget | No option to set up MFA |
| Shivam Singh | Please allow me sometime, i'll be back in 5 minutes as there are still some changes need to make it work. |
| Bridget | ok |
| Shivam Singh | Thanks for your patience |
| | Thank you for staying connected |
| | The changes are almost done |
| Bridget | ok |
| Shivam Singh | It will take 2-3 more minutes |
| | Thanks for your patience |
| | Please enroll yourself on selfcare using the link : https://selfcare.acecloudhosting.com/ |
| Bridget | doing that now |
| | Thank you finally got it all set up |
| Shivam Singh | It's your patience that allowed me time to configure all that. |
| | Is there anything else I may help you with ? |
| Bridget | No I am good thank you |
| Shivam Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |

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

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

Shivam Singh has ended this chat session



Visitor Details

#77260 Audrey Parker
Email: gpi85@outlook.com 📞 16628622287
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 15 Secs
City: FULTON
State: Mississippi
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Audrey Parker | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue. |
| | Was that helpful? |
| Audrey Parker | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Audrey Parker | I don't know what the server name is . |
| | User name is admin |
| | I have already emailed your service department. Ticket # 698006 |
| | Neither computer will connect to Quickbooks, so we have not been able to get any work done. |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | Kindly allow me few minutes to check the same. |
| Audrey Parker | OK |
| Ashutosh Mishra | I just checked on the server and it appears you were logged in but the session is showing disconnected hence logging again. |
| | I will inform you shortly once this is done. |
| Audrey Parker | OK |
| Ashutosh Mishra | The update is complete now. |
| | Is there anything else I may help you with ? |
| Audrey Parker | No, |
| | Thank you |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com/]) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Ashutosh Mishra has ended this chat session</i> |



Visitor Details

#76973 marcello
Email: marcello@prothane.com 📞 18014201081
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: RIVERSIDE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| marcello | Hello, I am your Acebuddy |
| Acebuddy | Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| marcello | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| marcello | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| marcello | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| marcello | Microsoft Windows |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P |

| | |
|----------|---|
| | Do you need any further assistance on the topic? |
| marcello | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ankit accepted the chat transfer request.</i> |
| Ankit | Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today. |
| marcello | Hi Ankit |
| Ankit | Hello Marcello !! How are you doing today? |
| marcello | We need to finish set up a user |
| | Good thanks |
| Ankit | I will surely help you with this issue. |
| | Kindly help me with your server name and username? |
| marcello | <i>7:34:38 PMmarcello is sharing a file with you</i> <i>1_image.png - (Size:15.03 KB)</i> |
| | Can you see the image? |
| | DeeEngineering.myrealdata.net |
| | Daniel.Pradera |
| Ankit | yes. |
| | Thank you for sharing the screenshot of the error message. This issue generally occurs when attempting to log in with an incorrect or expired password. |
| marcello | Okay |
| Ankit | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur Also, the registered email for your account with us is : marcello@prothane.com |
| marcello | Yes that is my email |
| Ankit | We request to share an email for new password. (Edited) |
| marcello | Okay |
| Ankit | Once we will have the same will share an OTP link. |
| | We would recommend you to register yourself on our Selfcare Portal ([https://selfcare.acecloudhosting.com])(https://selfc |
| | <i>7:40:58 PMAnkit is sharing a file with you</i> <i>SelfCare Portal.pdf - (Size:848.54 KB)</i> |
| marcello | I can reset every user passoword? |
| Ankit | Yes, you can! Using My Portal , you can manage the passwords for all users. |
| | <i>7:42:14 PMAnkit is sharing a file with you</i> |

| | |
|----------|---|
| | How to Manage ACE Server Users.pdf - (Size:1.33 MB) |
| marcello | I am conneting to the link |
| Ankit | Individual users can manage their passwords using SelfCare . |
| | For now, you can reset the password using My Portal , as you are not currently enrolled in SelfCare . |
| | Link for the same is : https://myportal.acecloudhosting.com/login |
| marcello | Okay I am waiting for it to finish verification |
| Ankit | Okay. Please take your time and let me know if anything is required from my end. |
| marcello | I am able to access the link. It only shows my profile |
| Ankit | Awesome |
| | Is there anything else I may help you with ? |
| marcello | How can I change the other users like Danel password? |
| Ankit | https://myportal.acecloudhosting.com/login |
| marcello | Can I change every user password or not? |
| Ankit | Yes, you can |
| marcello | I used the first link you sent me and it only shows my profile |
| Ankit | That's right. |
| | Allow me 1 min to explain. |
| marcello | I have other things to do. I only need to set up Daniels user |
| Ankit | There are two portals available for ACE users: SelfCare and My Portal . SelfCare is for individual users. Each user has access to this portal and can manage their own password. My Portal is accessible only to the account owner, who can manage passwords for all users under their account. |
| marcello | The original password link for Daniel has expired. Can you send me a new one. |
| Ankit | Sure. |
| marcello | I just need to finish this |
| | <i>7:56:57 PMmarcello is sharing a file with you</i> 1_image.png - (Size:14.1 KB) |
| | Can you help? |
| Ankit | Please email from the registered email address at support@acecloudhosting.com, Also, the registered email for your account with us is : marcello@prothane.com |
| | Please let me know once you share an email requesting for new password. |
| | Are we still connected here? |
| marcello | I sent the email. And will talk with my ACE account manager about my onboarding experience with you. |

| | |
|----------|---|
| | Dear Marcello marcello, Thank you for reaching out to ACE Support. We want you to know that your request has been wel engineers within the next TWO hours. |
| Ankit | Marcello, I sincerely apologize if you have faced any inconvenience due to this process. |
| marcello | Not helpful at all |
| | Just FYI we are still using the old hosting and only testing ACE hosting |
| Ankit | I deeply apologize for the inconvenience caused to you. |
| marcello | I only need to set up the user in a new computer. That is it |
| Ankit | I am sharing a new password in 2-3 min. |
| marcello | Dear Marcello marcello, Greetings from Ace Cloud! Ticket ID: 693362 Issue: ACE Setup CID74951 Summary: This is in refe hours. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-524 |
| Ankit | I am working on it. |
| | Just allow me 1 min. |
| marcello | Well have been waiting for over 30 minutes. 1 minute will not make much difference at this point |
| Ankit | Please check your email, I have shared the password for the user with you. |
| | I deeply apologize for the inconvenience and the delay in our response. We will make sure you do not have to face this in 4o |
| marcello | Should I open the link on my computer or on this computer? |
| Ankit | Upon opening the link, you will get the password for the user, you can enter the password and try to login in. |
| marcello | Last time I open open each link support gave me and sent the link to the user. It seems the new password i got didnt wor |
| Ankit | Marcello, if you wish, I can arrange a callback for you so we can connect and work on this more efficiently to ensure every |
| marcello | Now ACE is asking for this |
| Ankit | Please check this one and let me know if it is working for you? |
| | 8:17:45 PMmarcello is sharing a file with you 1_image.png - (Size:14.41 KB) |
| | May I take the remote access of your local computer? |
| marcello | Yes |
| Ankit | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Thanks for the confirmation ! |
| marcello | Should I add the password again? |
| Ankit | https://assist.acecloudhosting.com/join/2482751021 |
| | Yes, you can delete the old password and then try. |
| | Alternatively, you can provide me access to your device so that I can assist you further. |
| marcello | I accepted the Join link |
| Ankit | |

| | |
|--|---|
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As discussed over the remote session, we informed you that there is a limitation with the Windows OS. We cannot save th |
| | We are ending the Remote session here as we are not getting any response on remote session and here. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Ankit has ended this chat session



Visitor Details

#76743 deanne.havel
Email: deanne.havel@wescominc.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 53 Secs
City: DULUTH
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| deanne.havel | Managed Security |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Pradeep Kumar accepted the chat transfer request.</i> |
| Pradeep Kumar | Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today? |
| deanne.havel | I'm needing to change my password, as I am unable to sign into our server |
| Pradeep Kumar | Alright, let me transfer the chat to the concerned team. |
| | <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| | <i>Anjainay Singh is transferring the chat to Anurag Sharma.</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Deanne |
| deanne.havel | Hello, I am needing to change my password, as I am unable to sign into our remote server. |
| Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | Are we still connected here? |
| deanne.havel | User Name is myrealddata\WI_Deanna |
| | and I'm pretty sure the server name is RDGATL.myrealddata.net |
| Anurag Sharma | Thanks for the confirmation ! |
| | Just to inform you, server name is Wescom.myrealddata.net |
| deanne.havel | aaahh ok |
| Anurag Sharma | Kindly allow me two minutes to check the same. |
| deanne.havel | will do |
| Anurag Sharma | Thank you for your patience. |
| | Deanne, after this chat I will send you an email. Please revert back to that email with an approval from the primary contact |
| | Is there anything else I may help you with ? |
| deanne.havel | sounds good, that should be it. Thanks |
| Anurag Sharma | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |

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

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

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/>)

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/>)

Visitor Details

#76647 AFAHIM1977

Email: afahim1977@gmail.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: NEWARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| AFAHIM1977 | Hello, I am your Acebuddy |
| Acebuddy | Hello Afahim1977, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| AFAHIM1977 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| AFAHIM1977 | I'd like to report an Issue |
| Acebuddy | Please select an option! |

| | |
|----------------|---|
| AFAHIM1977 | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| AFAHIM1977 | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| AFAHIM1977 | printing shipping label error |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| AFAHIM1977 | hi |
| Anjainay Singh | Could you please confirm since when you are facing this issue . |
| AFAHIM1977 | when trying to print a shipping label it gaves me an error |
| Anjainay Singh | May I take the remote access of your server? |
| | <i>9:40:38 PMAFAHIM1977 is sharing a file with you</i> <i>image.png - (Size:97.15 KB)</i> |
| AFAHIM1977 | yes |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. |
| AFAHIM1977 | ok |
| Anjainay Singh | Could you please provide me your business name . |
| AFAHIM1977 | kingsrx wholesale |
| Anjainay Singh | https://assist.acecloudhosting.com/join/5722073983 |
| | Please copy this URL at your local machine browser so that I can access it . |
| | we are connected. |
| AFAHIM1977 | ok |
| Anjainay Singh | Could you please try to print again . |
| AFAHIM1977 | same thing |
| Anjainay Singh | Please try again . |
| AFAHIM1977 | no |
| | nothing |
| Anjainay Singh | Let me check. |
| | <div>The first line appearing in error which says Excepted column name update , are you trying to insert</div> |

| | |
|----------------|---|
| AFAHIM1977 | i haven't done or add anything |
| | and it happen with fedex and UPS |
| Anjainay Singh | Do you have Fedex configuration to reset it . |
| AFAHIM1977 | no we use our customer's accounts to ship |
| Anjainay Singh | Please allow me two minutes as I am discussing it with team member. |
| AFAHIM1977 | ok |
| Anjainay Singh | We need to reset the shipping manager of QuickBooks and once we reset you also need to reset the shipping account at y |
| | Before proceeding please collect the information for shipping accounts. |
| AFAHIM1977 | i don't know how |
| Anjainay Singh | Could you please provide your call back details in below format so that we can escalate your issue . Call back number- Suitable time for call- Timezone- |
| AFAHIM1977 | 201-683-1050 1 pm EST |
| Anjainay Singh | We will call you within 1 hour and please be available to attend call so that we can assist you asap. |
| AFAHIM1977 | ok |
| Anjainay Singh | Is there anything else I may help you with ? |
| AFAHIM1977 | no i will wait for the call |
| Anjainay Singh | Once this chat gets ended you may receive a survey in which you may provide your positive feedback by clicking on smili |
| | You may end this chat session . |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Anjainay Singh has ended this chat session

Visitor Details

#76493 Peter Wrobel

Email: peter@lightstylelondon.co.uk ☎ 07877659106

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: CARDIFF

State: Perth And Kinross

Country: UNITED KINGDOM

Chat Transcript

| | |
|---------------|--|
| Peter Wrobel | Hello, I am your Acebuddy |
| Acebuddy | Hello Peter Wrobel, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Peter Wrobel | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Peter Wrobel | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Peter Wrobel | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| | <i>3:18:43 PM</i> <i>Peter Wrobel is sharing a file with you</i> 1_image.png - (Size:5.97 KB) |
| | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Peter Wrobel | Hello |
| Sharath Kumar | Hi peter, is this error appears on your local computer? |
| Peter Wrobel | yes, I have been using the same way to log in for years, now it doesnt seem to work |
| Sharath Kumar | can you check the location mentioned in your screenshot and check if the rdp file named pterw is there or not |
| Peter Wrobel | I am not sure how to do that |
| Sharath Kumar | I can provide you with a new rdp file, if you know the password for your account you can sign in right away |
| Peter Wrobel | Can we please try this? |

| | |
|---------------|--|
| | How can I sign in just using the RDC option? |
| | <i>3:24:27 PM</i> Peter Wrobel is sharing a file with you image.png - (Size:20.9 KB) |
| Sharath Kumar | That actually requires me to take remote and fill up the server's name and gateway settings etc. |
| Peter Wrobel | I checked, it doesnt seem to be there, however I have not removed any files from my computer |
| Sharath Kumar | I am sending you the new RDP file instead |
| Peter Wrobel | Is this going to arrive by email? |
| Sharath Kumar | no am creating it right now and will send it here o |
| | <i>3:27:03 PM</i> Sharath Kumar is sharing a file with you PeterW@myrealddata.net.zip - (Size:779 Bytes) <i>Here you go, just unzip the file and you will find the RDP file inside</i> |
| Peter Wrobel | Thank you, I was able to log in However, now (for the first time) my dashboard is stretched over 2 screens <i>3:30:33 PM</i> Peter Wrobel is sharing a file with you 1_image.png - (Size:143.77 KB) The screen resolution is different to the one I had before |
| Sharath Kumar | Understood! let me make some more changes and send you the file again (Edited) |
| | <i>3:33:43 PM</i> Sharath Kumar is sharing a file with you PeterW@myrealddata.net.zip - (Size:923 Bytes) <i>Try this one, Sir</i> |
| Peter Wrobel | Great, sorted, now it is all up and running Thank you |
| Sharath Kumar | glad to hear that |
| | Anything else that I may assist you with? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. <i>Sharath Kumar has ended this chat session</i> |



Visitor Details

#77082 shari

Email: shari@jksservicesinc.com 📞 18054079440

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: 5 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| shari | Hello, I am your Acebuddy |
| Acebuddy | Hello Shari, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| shari | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| shari | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| shari | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| shari | my outlook won't load |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Shashwat Verma accepted the chat transfer request. |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Shari |
| | I will surely help you with this issue. |
| shari | hi we were having issues with QB yesterday and now my outlook won't load |

| | |
|----------------|---|
| Shashwat Verma | Okay |
| | May I take the remote access of your local computer? |
| shari | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/4112937509 |
| shari | ok |
| Shashwat Verma | Kindly Click on the link and open the downloaded file. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | Shari, kindly login again |
| | Are we still connected here? |
| | Are we still connected here? |
| | cx connected on another chat |

Shashwat Verma has ended this chat session



Visitor Details

#77066 Ashley Johnson
Email: ajohnson@ipsiscan.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 16 Secs
City: LANSDALE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Ashley Johnson | Hello, I am your Acebuddy |
| Acebuddy | Hello Ajohnson, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ashley Johnson | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ashley Johnson | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ashley Johnson | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Ashley Johnson | Ticket ID: 694051 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| Ashley Johnson | Oh hello! You helped me the other day - I'm having the same issue |
| | I'm not sure if you can take a look into my previous tickets, but today is the 4th day that I'm having trouble getting into th and now I cannot get back into the server |
| Anjainay Singh | Please allow me two minutes so that I can look into the issue . |
| | You have to change password many times in order to login into the server . |
| Ashley Johnson | I'm sorry? I need to keep changing my password? |
| Anjainay Singh | Please allow me two minutes so that I can escalate this issue to my senior team member. |
| Ashley Johnson | Thank you |
| Anjainay Singh | Please be patient with as I am discussing it with my seniors . |
| Ashley Johnson | Ok |
| Anjainay Singh | Could you please provide your call back detail so that our senior team member can assist you over call as it need to be ac |
| Ashley Johnson | Certainly - our direct office number is 267-903-4438 |
| Anjainay Singh | Please also provide your Timezone and suitable time for call |
| Ashley Johnson | EST and I'm available now |
| Anjainay Singh | Sure I will escalate this issue and our team member will reach you within 1-2 hours . |
| | |

| | |
|----------------|---|
| | Whom Would You Like to Connect With? |
| Salome Franco | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Salome Franco | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Salome Franco | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| Salome Franco | Microsoft Windows |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P |
| | Do you need any further assistance on the topic? |
| Salome Franco | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati declined the transfer request.</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| | Good morning Salome. |
| | May I take the remote access of your local computer? |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Salome Franco | Hi, good morning Anjainay, I need some help setting up my RDP. Sorry, I don't have much experience with this as it's my f |
| Anjainay Singh | https://assist.acecloudhosting.com/join/6262079338 |
| | Please copy above URL at your local machine browser. |
| Salome Franco | I just copied and pasted it |
| Anjainay Singh | Alternatively I may send you an email containing RDP file which you may save at your local machine and access the serve |
| | Please let me know if that works for you . |
| Salome Franco | Yes, please. For the link I opened, I just added my name, should I agree and download next? |
| Anjainay Singh | Let me take remote access of your local machine . |
| | Yes please download it and let me know. |
| | Are we still connected ? |
| | As you will contact us later on chat or call so we are closing this chat . |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |



Visitor Details

#77051 Phoenixforkliftservice
Email: phoenixforkliftservice@gmail.com ☎ 16026535511
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 19 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|------------------------|--|
| Phoenixforkliftservice | Hello, I am your Acebuddy |
| Acebuddy | Hello Jamie Shiner, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Phoenixforkliftservice | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Phoenixforkliftservice | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Phoenixforkliftservice | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Phoenixforkliftservice | we have an integrator running to update QB and our Service Fusion account and the information keeps getting wiped fron |

City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--------------|---|
| sales | Hello, I request assistance to re-set my server password |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. |
| | <i>Amit is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| sales | Thnak you Amit |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| sales | Hi Shivam |
| | my server name is myrealdata/MayteL.pre2 |
| Shivam Singh | We require an authorization email from the registered account owner (copied on this email) in order to proceed. |
| | I will share an email, or you could ask the POC to do the same in order to get the password reset done. |
| sales | Thank you! I am the administrator. I just forgot the password. |
| | I will be happy to send the emial |
| Shivam Singh | Once, we will receive the approval we will share the password . |
| | Great. |
| sales | What email do I send it to? |
| Shivam Singh | Email: support@acecloudhosting.com |
| | E*mail must be sent by the account owner*: |
| | Is there anything else I may help you with ? |
| sales | Thank you! I have sent the password. |
| | I mean the meial |
| Shivam Singh | okay |
| | could you please share the email ticket number |
| sales | 687528 |
| Shivam Singh | So that I can do it at once. |
| | great |
| sales | That would be great! Thank you! |
| Shivam Singh | Just allow me 2 minutes |

| | |
|--------------|---|
| sales | ok |
| Shivam Singh | could you please confirm the account name? |
| | Is it KLM Enterprises LLC? |
| | As the email we have received is not received from the POC email. |
| sales | I have two accounts |
| | The account I need to reset the password for is AK USA, LLC |
| Shivam Singh | okay |
| | Thanks for the confirmation. |
| | Please note this is the POC email- mayte@accakappa.us |
| sales | OK thank you! I can send an emial from that account if neccessary. |
| | The new ticket is - 687538 |
| Shivam Singh | Please share the email with this email "mayte@accakappa.us" and we will do the reset. |
| | Thanks |
| sales | I did, the new ticket is 687538 |
| Shivam Singh | I'm on it. |
| sales | Thank you! |
| Shivam Singh | I have shared the email with you. |
| | Please check. |
| | For the quick resolution, I have reset your password. Moving forward, you now have the ability to add or remove users, as |
| | https://myportal.acecloudhosting.com/ |
| sales | ok thank you! |
| Shivam Singh | Great |
| sales | whats the new password? |
| Shivam Singh | There is a link within the email |
| | Please check. |
| | Is there anything else I may help you with? |
| | Are we still connected here? |
| sales | yes |
| | can you confirm my user name for the portal |
| Shivam Singh | your CID will be username for my portal. |
| | CID65280 |
| | <i>1:21:25 AMShivam Singh is sharing a file with you</i> |

#76432 Yves Marasigan

Email: ymarasigan@owens.com ☎ 8134227786

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/support>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SAN FRANCISCO

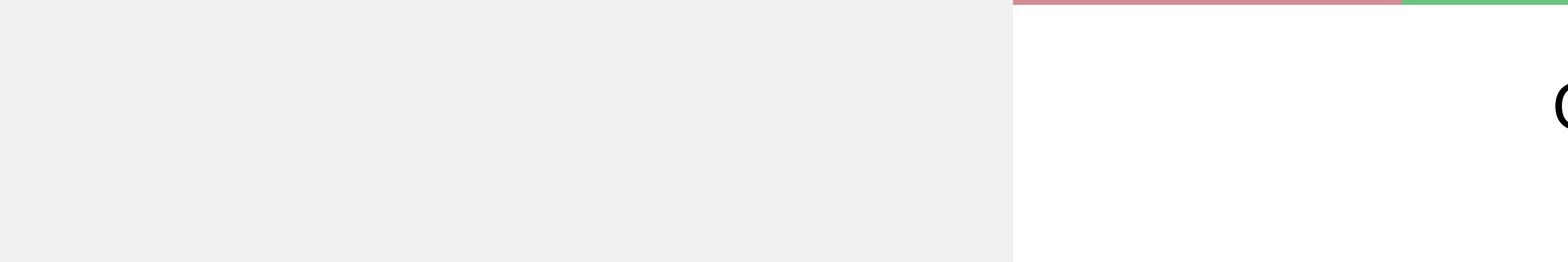
State: Bulacan

Country: PHILIPPINES

| | |
|----------------|---------------------------|
| Yves Marasigan | Hello, I am your Acebuddy |
| Acebuddy | Hello Ymarasigan, I'm you |
| | Whom Would You Like to C |

| | | |
|--|----------------|---|
| | Yves Marasigan | Technical Support (QB & / |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Yves Marasigan | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Yves Marasigan | Other Issue |
| | Acebuddy | Please specify the issue y |
| | Yves Marasigan | Delay in syncing files that |
| | Acebuddy | Please wait while we conr |
| | | <i>Acebuddy (bot) forwarded</i> |
| | | <i>Anjainay Singh accepted .</i> |
| | Anjainay Singh | Thank you for contacting |
| | | As per my understanding |
| | Yves Marasigan | hold on, i'll send an image |
| | Anjainay Singh | Thankyou for your assista |
| | Yves Marasigan | <i>5:13:34 PMYves Marasiga</i> <u><i>Screenshot 2025-05-01 a</i></u> |
| | | Marked with green is the |
| | | the local disk on the ace s |
| | | We always need to relaun |
| | Anjainay Singh | Please allow me sometim |
| | Yves Marasigan | Please be reminded that s |
| | Anjainay Singh | Could you please let me k |
| | Yves Marasigan | 50kb to 150kb only |
| | | it's to small |
| | Anjainay Singh | Thankyou for letting me k |
| | | May I take the remote acc |
| | Yves Marasigan | hold on, I'll ask the user fi |
| | | but would you know if thi |
| | Anjainay Singh | Could you please try to op local drive of server . |
| | Yves Marasigan | They said after an hour o |
| | | I guess i'll just contact yo |
| | | |

| | | |
|--|----------------|--------------------------------|
| | Anjainay Singh | Thankyou for letting me k |
| | | As this chat gets end an a |
| | | Is there anything else I m |
| | Yves Marasigan | none for now |
| | | thank you |
| | Anjainay Singh | As this chat gets end you |
| | Yves Marasigan | ok |
| | Anjainay Singh | You may end this chat . |
| | | Thank you for choosing A |
| | | <i>ymarasigan has ended th</i> |



Visitor Details

#77399 Karen Valenzuela

Email: karenrval@msn.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

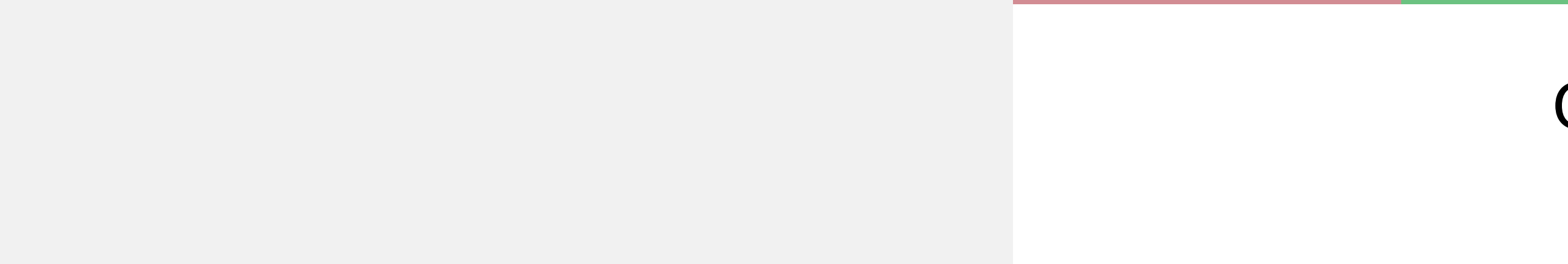
City: ALBUQUERQUE

State: New Mexico

Country: UNITED STATES

| | | |
|-----------------|------------------|----------------------------|
| Chat Transcript | | |
| | Karen Valenzuela | Hello, I am your Acebuddy |
| | Acebuddy | Hello Karen Valenzuela, I' |
| | | |

| | | |
|--|------------------|---|
| | | Whom Would You Like to Contact? |
| | Karen Valenzuela | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Karen Valenzuela | I'd like to raise a Request |
| | Acebuddy | Please select your request |
| | Karen Valenzuela | Setup Ace Server |
| | Acebuddy | If you would like to configure your Operating System |
| | Karen Valenzuela | Microsoft Windows |
| | Acebuddy | Please Click on the below link to download Windows 10 on your Windows PC |
| | | Do you need any further assistance? |
| | | As we haven't got any response from you, we are closing this chat. Kindly re-initiate the chat if you need further assistance. |
| | | <i>Ended due to chat idle time</i> |



Visitor Details

#76605 Ibetancourt

Email: lbetancourt@jebpr.com ☎ 17877465486

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: SAN JUAN

State: Puerto Rico

| | | |
|--|-----------------------|---|
| | Country: PUERTO RICO | |
| | Chat Transcript ----- | |
| | Ibetancourt | Hello, I am your Acebuddy! |
| | Acebuddy | Hello Lbetancourt, I'm your |
| | | Whom Would You Like to c |
| | Ibetancourt | Technical Support (QB & / |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Ibetancourt | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Ibetancourt | Other Issue |
| | Acebuddy | Please specify the issue y |
| | Ibetancourt | The desktop display is toc |
| | Acebuddy | Please wait while we conr |
| | | <i>Acebuddy (bot) forwarded</i> |
| | | <i>Shivam Singh accepted th</i> |
| | Shivam Singh | Thank you for contacting |
| | | I will be surely assisting y |
| | Ibetancourt | Javier E Bidot & Associate |
| | | JEBAPSC |
| | Shivam Singh | Thank you for the informa |
| | | As you mentioned that th |
| | | May I take the remote acc |
| | Ibetancourt | yes |
| | Shivam Singh | Prior providing the access |
| | Ibetancourt | Ok, done |
| | Shivam Singh | Thanks for the confirmati |
| | | Kindly paste this link in th |
| | | https://assist.acecloudhos |
| | | As the multi monitor issu |

| | | |
|--|--------------|---|
| | Ibetancourt | thanks! |
| | Shivam Singh | Linda, Is there anything e |
| | Ibetancourt | No, i really appreciate you |
| | Shivam Singh | Thanks for the appreciatio |
| | | Thank you for choosing A |
| | | I would greatly appreciate smileys at the end of this |
| | | You may end this chat now conversation, along with i |
| | | I request you to kindly stop working. I will appreciate Thanks! |
| | | Note: You may change/reset (https://selfcare.acecloud |
| | | For self-help, check out ou |
| | | <i>Shivam Singh has ended</i> |

Visitor Details -----

#76630 sitaramantestingmay
Email: sitaramantestingmay@crmmasters.com ☎ 9
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: CHHAJARSI
State: Haryana
Country: INDIA

Chat Transcript -----

| | |
|----------------------------|--|
| sitaramantestingmay | Hello, I am your Acebuddy |
| Acebuddy | Hello Sitaramantestingma |
| | Whom Would You Like to c |
| | As we haven't got any res Kindly re-initiate the chat |
| Ended due to chat idle tin | |

Visitor Details -----

#76932 jstfreeman
Email: jstfreeman@outlook.com 📞 17135401305
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 43 Secs
City: CITY OF WESTMINSTER
State: Westminster
Country: UNITED KINGDOM

Chat Transcript -----

| | |
|------------|----------------------------|
| jstfreeman | Hello, I am your Acebuddy |
| Acebuddy | Hello Jstfreeman, I'm youi |
| | Whom Would You Like to c |
| jstfreeman | Technical Support (QB & / |

| | | |
|--|-----------------|--|
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | jstfreeman | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | jstfreeman | Other Issue |
| | Acebuddy | Please specify the issue y |
| | jstfreeman | Error Message |
| | Acebuddy | Please wait while we contr |
| | | <i>Acebuddy (bot) forwarded</i> |
| | | <i>Harsh Bhardwaj accepted</i> |
| | | <i>Harsh Bhardwaj is transfe</i> |
| | jstfreeman | good day, I have a QB Err |
| | | <i>Yash Kalra accepted the c</i> |
| | Yash Kalra | Thank you for contacting |
| | | I will be surely assisting y |
| | jstfreeman | \JasonR.q9 |
| | | <i>Yash Kalra is transferring</i> |
| | | Jason Freeman |
| | | <i>Ashutosh Mishra acceptex</i> |
| | Ashutosh Mishra | Thank you for contacting |
| | jstfreeman | \JasonF.q9 is the server na |
| | | Jason Freeman |
| | Ashutosh Mishra | I will surely help you with |
| | | <i>1:03:03 AMjstfreeman is s</i> <i>1.jpg - (Size:4.4 MB)</i> |
| | | <i>1:03:11 AMjstfreeman is s</i> <i>1.jpg - (Size:4.4 MB)</i> |
| | | Thanks for the confirmati |
| | | Kindly allow me two minu |
| | | Is this the first time you a |
| | jstfreeman | yes today |
| | Ashutosh Mishra | Please allow me few more |
| | jstfreeman | ok |

| | | |
|--|----------------|---|
| | Acebuddy | Hello Ajohnson, I'm your / |
| | | Whom Would You Like to c |
| | Ashley Johnson | Technical Support (QB & / |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Ashley Johnson | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Ashley Johnson | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks |
| | Ashley Johnson | Setback |
| | Acebuddy | Please select an option! |
| | Ashley Johnson | Other Issue |
| | Acebuddy | Please specify the issue y |
| | Ashley Johnson | ticket 694890 |
| | Acebuddy | Please wait while we contr |
| | | <i>Acebuddy (bot) forwarded</i> |
| | | <i>Anjainay Singh accepted .</i> |
| | Anjainay Singh | Thank you for contacting |
| | Ashley Johnson | Hi again - you guys are w unlock my profile so I can |
| | Anjainay Singh | Please allow me two minu |
| | | I have unlocked your accc |
| | Ashley Johnson | I'm back in, thank you! |
| | Anjainay Singh | Is there anything else I m |
| | Ashley Johnson | That was all, I'll wait for tl |
| | Anjainay Singh | Please provide your positi |
| | | You may disconnect this c |
| | | Thank you for choosing A |
| | | <i>ajohnson has ended this c</i> |

#77253 Andy Sargent

Email: asargent@molexcompany.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

Website: <https://www.acecloudhosting.com/support>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

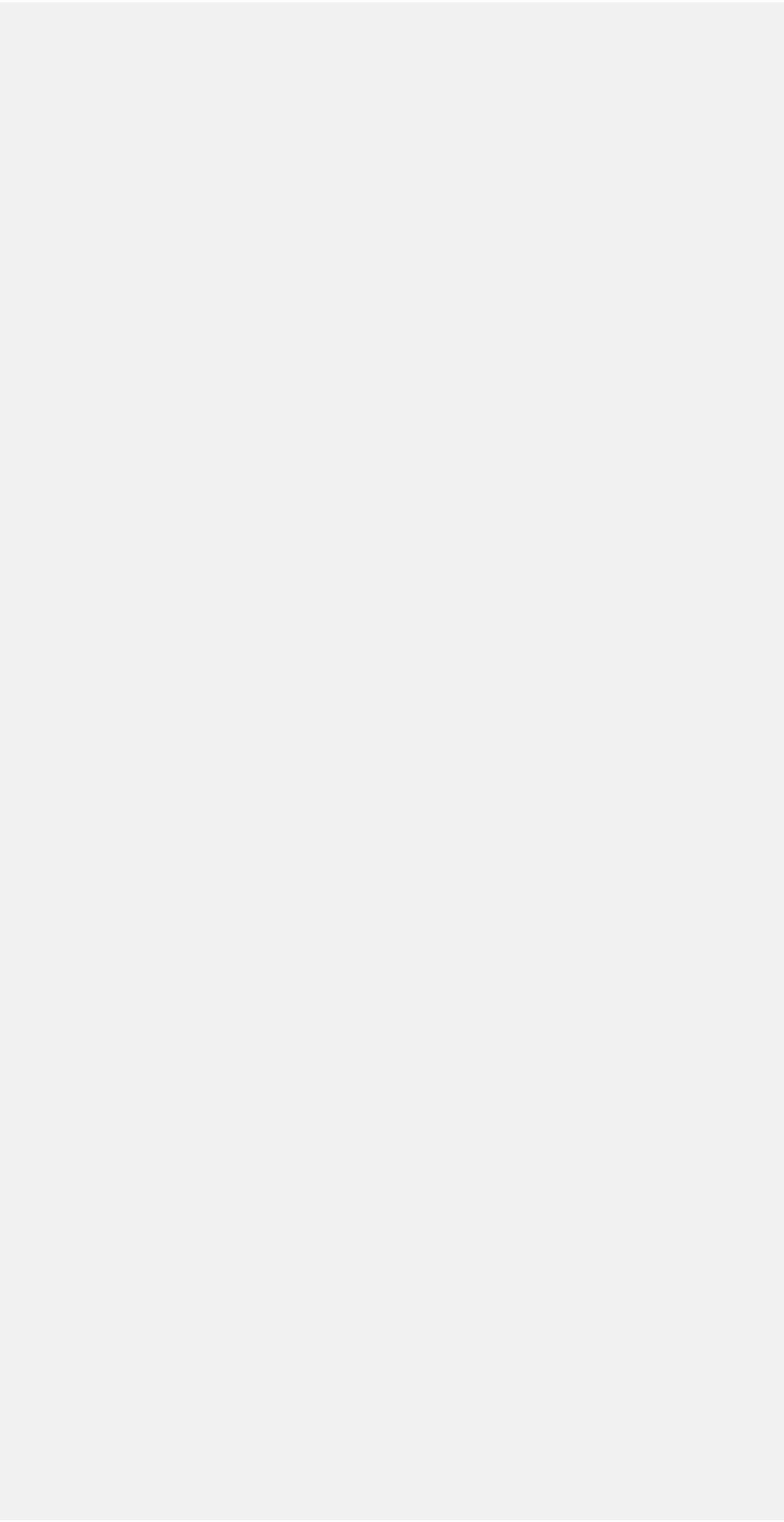
City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

| | |
|--------------|-----------------------------|
| Andy Sargent | Hello, I am your Acebuddy |
| Acebuddy | Hello Andy Sargent, I'm y |
| | Whom Would You Like to c |
| Andy Sargent | Technical Support (QB & A |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Andy Sargent | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Andy Sargent | Password Reset |
| Acebuddy | Please select an option be |
| Andy Sargent | Already Enrolled to Selfca |
| Acebuddy | Please follow the process |
| | Do you need any further i |
| Andy Sargent | Yes |
| Acebuddy | Please wait while we contr |



| | |
|---------------------------|--|
| Acebuddy (bot) forwarded | |
| Ankit accepted the chat t | |
| Ankit | Thank you for contacting |
| | Hello Andy ! How are you |
| Andy Sargent | Good |
| Ankit | I will be surely assisting y |
| Andy Sargent | andy.s@myrealdata.net |
| Ankit | Thanks for the details . |
| | Kindly allow me 2-3 minu |
| Andy Sargent | I setup selfcareportal with does not work |
| Ankit | Thank you for waiting, An further. |
| | Also, before connecting, I trying to log in. |
| | As I have already checke |
| | Are we still connected hei |
| | Are we still connected hei |
| | Are we still connected hei |
| | Are we still connected hei |
| | As there was no response (1-888-415-5240) if any fi |
| | Thank you for choosing A |
| Ankit has ended this chat | |



Visitor Details -----

#77606 tim

Email: tim@avs-medical.com 📞 16503414287

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: https://www.acecloudhosting.com/sup

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SAN CARLOS

State: California

Country: UNITED STATES

Chat Transcript -----

| | |
|----------|--|
| tim | Hello, I am your Acek |
| Acebuddy | Hello Tim Sullivan, I'm |
| | Whom Would You Lik |
| tim | Technical Support (Q |
| Acebuddy | Welcome to Ace Supp |
| | Please chose an optio |
| tim | I'd like to raise a Req |
| Acebuddy | Please select your re |
| tim | Other Request |
| Acebuddy | Please drop an email request and our tech |
| | If you are facing any below : |
| | As we haven't got an assistance, Kindly re- |

Ended due to chat id.

