

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73724 Jessica Dubai
Email: jessica@booksunified.com ☎ 15026407798
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: 45 Secs
City: PAOLI
State: Indiana
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Jessica Dubai | Hello, I am your Acebuddy |
| Acebuddy | Hello Jessica Dubai, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jessica Dubai | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jessica Dubai | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Jessica Dubai | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| Jessica Dubai | 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? |
| Jessica Dubai | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |

| | |
|--|--|
| Acebuddy (bot) forwarded the chat request | |
| Jessica Dubay | Hi! I am trying to set up a new employee and I would like to add a user to the server |
| Vignesh Arul accepted the chat transfer request. | |
| Vignesh Arul is transferring the chat to Shivam. | |
| Shivam accepted the chat transfer request. | |
| Shivam | Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Jessica Dubay | I think its BUBS |
| | CID73535 |
| | JessicaDubay |
| Shivam | thanks for the information. |
| | Kindly allow me two minutes to check the same. |
| | Based on your request, I would like to inform you about the Ace MyPortal through which you can easily manage users, inc adding/removing them and resetting passwords, all through Ace MyPortal. We hope this enhances your account manager experience! |
| | After this chat I will send you an email regarding the MyPortal application and you would be able to create a new user on : |
| Jessica Dubay | ok thanks! |
| Shivam | That's Great |
| | Is there anything else I may help you with ? |
| Jessica Dubay | that is all |
| Shivam | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on |
| | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| Shivam has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74225 samona
Email: samona@aabs.tax 📞 7198200159
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 50 Secs
City: WEST UNITY
State: Ohio
Country: UNITED STATES

Chat Transcript

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| samona | Hello, I am your Acebuddy |
| | I send an invite to my o365 account to support@acecloudhosting.com |
| Manish Singh | This message has been deleted |
| | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| samona | your back |
| Manish Singh | Yes |
| samona | i sent an O365 invite to support@acecloudhosting.com |
| | all i need is Word, Excel, outlook |
| Manish Singh | Alright, once the installation is done we will email you. |
| samona | thank you |
| Manish Singh | Is there anything else I may help you with ? |
| samona | nope |
| Manish Singh | 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 number and survey feedback form. |

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74674 Chad Lyons
Email: info@lyonspaint.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: POULSBO
State: Washington
Country: UNITED STATES

Chat Transcript

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74874 Mark Helm
Email: mark@integrahealthwellness.com ☎ 5592592502
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 38 Secs
City: SANGER
State: California
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|---|
| | Please chose an option : |
| Mark Helm | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mark Helm | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Mark Helm | one of the users for my account is unable to log in. It is our CPA, |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| | Hello Mark, How are you doing today ? |
| Mark Helm | one of the users for my account is unable to log in. It is our CPA, |
| Rohan Prajapati | I will surely help you with this issue. |
| | May I know the username ? |
| Mark Helm | where would I find that info? |
| | I dont recall his username |
| | his last name is Duffield |
| | <i>1:13:56 AMRohan Prajapati is sharing a file with you</i> <i>image.png - (Size:12.8 KB)</i> <i>These are the current active users</i> |
| | John D |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Kindly allow me two minutes to check the same. |
| Mark Helm | yes |
| Rohan Prajapati | Please ask him to try to login again using the existing Password |
| Mark Helm | ok stand by |
| Rohan Prajapati | Sure Mark |
| | Is it working fine now ? |
| Mark Helm | I am waiting for his reply |
| | ok yes it worked |
| | thank you. |

mark helm has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74311 Ashlee Maitland
Email: office@sadlonandassociates.com ☎ 18282000079
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: FRANKLIN
State: North Carolina
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--|
| Ashlee Maitland | Hello, I am your Acebuddy |
| Acebuddy | Hello Ashlee Maitland, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ashlee Maitland | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ashlee Maitland | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Ashlee Maitland | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| Ashlee Maitland | No |

| | |
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| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |
|----------|--|

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73794 Ingrith Serrato
Email: admin@zebrarecovery.com 📞 9199092364
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: 1 Min 40 Secs
City: ASHBURN
State: Virginia
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|---|
| Ingrith Serrato | no conection to remote desktop |
| Acebuddy | 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. |
| Ingrith Serrato | hello Sharath |
| Sharath Kumar | Hi Ingrith, am checking your account to make sure it has appropriate access |
| Ingrith Serrato | ok |
| Sharath Kumar | Thank you for your patience. Your account appears to be active and enabled. Therefore, with the right credentials you shc sign in |
| Ingrith Serrato | it is not working |
| Sharath Kumar | Could you share a screenshot of the error message that you recieve |
| Ingrith Serrato | <i>7:01:02 PMIngrith Serrato is sharing a file with you</i> <i>Screenshot 2025-03-10 092900.png - (Size:127.75 KB)</i> |
| Ingrith Serrato | we are 3 users and ge all are getting this message |
| | other user, after five attempts, works |
| | but in my case I already tried over 20 times and still don't |
| Sharath Kumar | I see, let me sign into the server and check for details there |
| Ingrith Serrato | I been having this issue since last week in my laptop |
| Sharath Kumar | yes, there appears to be an issue with connecting to the server, allow me five minutes to reboot the server and lets see if the concern |
| | If possible, could you let others know to disconnect from the server session |
| Ingrith Serrato | ok, thanks |
| Sharath Kumar | Thank you for your patience. It is taking more time than usual but I will let you know as soon as the server has been resta |
| Ingrith Serrato | ok |
| Sharath Kumar | Once again, thank you for your patience. Could you please try signing in now and let me know the result |
| Ingrith Serrato | ok it worked |
| Sharath Kumar | try signing out and then sign back in just to confirm that it is working |
| Ingrith Serrato | yes, it worked |
| | my coworker is trying as well |
| Sharath Kumar | sure, I will wait till they confirm |
| | Are we still connected here? |
| Ingrith Serrato | yes |

| | |
|-----------------|--|
| | it worked |
| | thank you |
| Sharath Kumar | Glad to hear that |
| | Is there anything else I may help you with ? |
| Ingrith Serrato | no, thank you |
| Sharath Kumar | <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 number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p><i>Sharath Kumar has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73695 lance blakely

Email: lance@profitworksusa.com 📞 5093016086

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: 37 Secs

City: WALLA WALLA

State: Washington

Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| lance blakely | Hello, I am your Acebuddy |
| Acebuddy | Hello Lance Blakely, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| lance blakely | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| lance blakely | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| lance blakely | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| lance blakely | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| lance blakely | webconnector issue |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| lance blakely | Hello |
| Shubham Kataria | Hello lance |
| lance blakely | Hi. |
| Shubham Kataria | Kindly confirm which issue you're facing in Web connector |
| lance blakely | Authentication Failed Description: QBWC1012 Authentication failed due to following error message. Client found response of 'text/html; charset=UTF-8' but expected 'text/xml'. |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| lance blakely | roepaintinginc.myrealdata.net |
| Shubham Kataria | Thank you for the information and allow 2 minutes to check the same. |
| lance blakely | okay |
| Shubham Kataria | May I take the remote access of your server? |
| lance blakely | yes please |
| | I have the error up still |
| Shubham Kataria | |

| | |
|-----------------|---|
| | Could you please confirm your username which you're using to logon to the server |
| lance blakely | AnnieN |
| Shubham Kataria | Thank you |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Kindly remove your password and enter again |
| lance blakely | i dont think i got to press update |
| | Its possible that password is wrong |
| | I am trying to find it right now, it was from memory |
| | I can't get the preferences to open on TSheets to get the password so I am looking for an email |
| Shubham Kataria | Yes, it seems that the password is not correct |
| | yes, please |
| lance blakely | I can't tell if i entered the right password in |
| | its the same error |
| Shubham Kataria | Okay, let me check |
| | We would like to inform you that if you don't remember the password, Kindly connect with intuit support as they can help the password for T sheet |
| lance blakely | is the problem the password? |
| | because the error comes up and qb just tells me to go to you to get it fixed |
| Shubham Kataria | Okay, let me check few settings from backend. If the password is correct |
| | If you allow can I close the web connector once? |
| lance blakely | of course! |
| Shubham Kataria | Thank you |
| lance blakely | i am reaching out to a team member as well to see if they know the password |
| Shubham Kataria | Okay |
| lance blakely | Your QB is Freezed, Can I close from my end? |
| | yes |
| | please let me know if i need to login |
| Shubham Kataria | Sure |
| | Please enter your password |
| | Can I click on enter all later? |
| | Please enter the password |
| | We have restarted the services from backend. Could you please try to connect web connector now |
| | |

| | |
|-----------------|--|
| | Please enter the password again |
| | Unfortunately, it's not connecting. I just want to confirm if your password is correct |
| lance blakely | I cant confirm to be honest |
| | but I can't confirm that TSheets isn't the problem either |
| | I'll see what I can do |
| | TY for your help |
| Shubham Kataria | I've made several changes from the backend, but unfortunately, its still not connecting |
| | Could you please give us some time to investigate this issue? We will update you via email as soon as we have more infor |
| lance blakely | I can but I may have to just disconnect the web connector and reset it up |
| Shubham Kataria | yes, you may try this |
| | And we are also checking this on our end, we will inform you via email. |
| lance blakely | password for the webconnector is 1405 |
| | i have to add it again because i disconnected it |
| Shubham Kataria | Okay, lets try |
| lance blakely | i've never had it take this long to add or keep not responding |
| | could the server need to be restarted? |
| Shubham Kataria | I'm making the necessary change from the backend, which will take about 2-3 minutes. Let's check after that, and if need the server. |
| lance blakely | okay thank you |
| Shubham Kataria | Kindly log on to the server now and check |
| | Kindly select the file for web connector |
| lance blakely | When it does go through |
| | it seems to give us a message that it cant connect to the server |
| | does this mean it isn't connecting to qb time |
| | and are you trying to close it when its loading? |
| | it keeps crashing |
| Shubham Kataria | No, I'm not closing it |
| lance blakely | okay |
| Shubham Kataria | We apologize for the inconvenience. Could you please allow us some time to investigate this issue? Since it's not connect to discuss it with our senior engineers for further assistance |
| | Are we still connected here? |
| lance blakely | yes please still investigate |
| Shubham Kataria | We will need to escalate this to our senior engineers for further investigation. We will keep you informed via email as soor |

| | |
|--|---|
| | an update |
| lance blakely | okay |
| Shubham Kataria | Thank you for your understanding, and we apologize for the inconvenience caused. |
| | Is there anything else I may help you with ? |
| lance blakely | No that is all thank you |
| Shubham Kataria | you're welcome |
| | We will inform you over email |
| | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| <i>Shubham Kataria has ended this chat session</i> | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74189 terry fussell
Email: tfussell@thefussellgroup.com ☎ 14046988286
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: BUFORD

State: Georgia
Country: UNITED STATES

Chat Transcript -----

| | |
|---------------|--|
| terry fussell | Hello, I am your Acebuddy |
| Acebuddy | Hello Tfussell, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| terry fussell | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| terry fussell | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| terry fussell | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| terry fussell | i need to restart my desktop |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | May I know the reason for the reboot? |
| terry fussell | Lacerte 2024 update is requiring it |
| | thank you |
| Manish Singh | Alright, let me assist you with the update once. |
| | TheFussellGL.myrealdata.net is this your server name? |
| terry fussell | correct |
| Manish Singh | Let me check once. |
| terry fussell | terryf_tfg |
| | TerryF_TFG (3) |
| Manish Singh | Need to reboot the server after the update is done. |
| | Updating the application now. |
| terry fussell | updatee is completed |

| | |
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| | please reboot |
| Manish Singh | It will be done from the server end, Terry |
| terry fussell | ok thank you |
| Manish Singh | Rebooting the server now. |
| | Kindly check after 2 minutes. |
| | Are we still connected here? |
| | As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat (888-415-5240) if any further assistance is required. |
| Manish Singh has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73822 Mike Porter
Email: mporter@newhousetowing.com ☎ 503-572-6438
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 58 Secs
City: PORTLAND
State: Oregon
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------|--|
| Mike Porter | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mike Porter | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mike Porter | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Mike Porter | I believe my admin rights have been turned off, I need them turned back on please...I have already signed the waiver |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Mike Porter | thank you can you see if my admin rights have been turn off |
| | turned |
| | I need it for downloads from my other software |
| Manish Singh | Kindly allow me two minutes to check the same. |
| Mike Porter | ty |
| Manish Singh | As I can check Michael and Brandy has Admin access. |
| Mike Porter | so it shows I still have admin rights is that correct? |
| Manish Singh | Yes |
| Mike Porter | tu |
| | thank you |
| | have a nice day |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <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 number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74648 Nathan Urry
Email: techs@cr-t.com 📞 13853251678
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: DRAPER
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Nathan Urry | Hello, I am your Acebuddy |
| Acebuddy | Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nathan Urry | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Nathan Urry | Ticket 665424 |
| | <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? |
| Nathan Urry | Ticket 665424 |
| | I was chatting with Ashutosh Mishra |
| | about this moments ago |
| | |

| | |
|---------------|--|
| Pradeep Kumar | Alright, Allow me a moment let me transfer the chat to the concerned team. |
| | <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Nathan Urry | he is only logged in once |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Nathan Urry | What is the website for myportal? |
| Manish Singh | myportal.acecloudhosting.com (Edited) |
| | <i>The visitor's phone number was changed to 18015544504.</i> |
| | May I know the issue you are facing? |
| | Are we still connected here? |
| | Are we still connected here? |
| Nathan Urry | yes |
| | just a minute |
| | hello |
| | I had a user logged in to Quickbooks twice: Rick Marcellones |
| | He was under the Clearwater company file |
| | I changed his RDP password and have asked him to change his Quickbooks password |
| | I did the same for Vincent Rosales |
| | They have both logged off of the server and logged back in |
| Manish Singh | So, May I know what exactly the issue users are facing? |
| | As I can check both users are active on the server. |
| | 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) assistance is required. |
| | <i>Manish Singh has ended this chat session</i> |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73877 Ashley Lawson
Email: ashley.lawson@dunhamlaw.com ☎ 15123404001
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 28 Secs
City: BUDA
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Ashley Lawson | Hello, I am your Acebuddy |
| Acebuddy | Hello Ashley Lawson, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ashley Lawson | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ashley Lawson | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ashley Lawson | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Ashley Lawson | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| Ashley Lawson | 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>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Ashley Lawson | We are receiving these errors when trying to log in. AI users |
| | <i>6:52:37 PM</i> Ashley Lawson is sharing a file with you Screenshot 2025-03-11 at 8.13.05 AM.png - (Size:47.47 KB) |
| | <i>6:52:50 PM</i> Ashley Lawson is sharing a file with you Screenshot 2025-03-11 at 8.12.35 AM.png - (Size:100.59 KB) |
| Manish Singh | I will surely help you with this issue. |
| | Is this the first time you are facing this issue? |
| Ashley Lawson | Hopefully, you're able to see the screenshots |
| | yes |
| Manish Singh | May I know in which QuickBooks version you are getting this error? |
| Ashley Lawson | I'm only seeing one came though... there's another message saying something about administrator permissions |
| | Enterprise Solutions 23.0 |
| Manish Singh | Kindly allow me two minutes to check the same. |
| | Kindly check now. |
| Ashley Lawson | checking |
| | still receiving the error |
| Manish Singh | Sure, please take your time. |
| | May I take the remote access of your server? |
| Ashley Lawson | "This action requires Windows administrator permissions." |
| | yes |
| Manish Singh | 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 hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| Ashley Lawson | ok |
| | ok |
| Manish Singh | Ashley, Kindly try to access now. |
| | Seems like everything working now. |
| | Is there anything else I may help you with ? |
| Ashley Lawson | no. Thank you |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | |

| | |
|--|---|
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <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 number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Manish Singh has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74441 Kathy A Parker
Email: kathy@enfield-sod.com
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: 1 Min 22 Secs
City: RICHMOND
State: Virginia
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| Kathy A Parker | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kathy A Parker | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Kathy A Parker | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Kathy A Parker | not loading cloud- blue window saying Microsoft windows search |
| Acebuddy | 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> |
| | <i>Sharath Kumar is transferring the chat to Ashutosh Mishra.</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 understand you are not able to connect to server. |
| Kathy A Parker | Yes, the cloud seems to try to open however, I get a blue screen saying Microsoft windows search |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. |
| | Please share your user name. |
| | Are we still connected here? |
| Kathy A Parker | Yes, |
| | KathyPa. |
| | EnfieldSod.myrealdata.net |
| Ashutosh Mishra | I see on the server that you are connected to server. |
| | I will log you out and try connecting again. |
| Kathy A Parker | Okay, the other user is MelissaPa. and she has been connected. |
| | Just to give you background on the situation |
| Ashutosh Mishra | Melissa is also disconnected, please let me know if I can reboot the server now. |
| Kathy A Parker | yes, she has disconnected |
| Ashutosh Mishra | I am rebooting now. |
| Kathy A Parker | okay, thank you. |
| | should I attempt to log in ? |
| Ashutosh Mishra | I see that it would require some changes from the backend to run the server and may take some time. |

| | |
|-----------------|---|
| | We have also noticed that the space on the server is severely low and almost less than 1% is free that could also be the r |
| Kathy A Parker | So the issue is on your end? |
| | We freed up space yesterday- 14 kb however, the same error popped up for Melissa this morning. |
| Ashutosh Mishra | Yes, freeing up 14KB would not have any impact is it is almost negligible. At least 20% free space is suggested for smooth the server. |
| | At least 15GB should be free in C: drive. |
| Kathy A Parker | C drive on the cloud or on the computer? |
| Ashutosh Mishra | C: Drive on the Ace server. |
| Kathy A Parker | Okay, we were unsure of some files as they appear to be needed for the server to function. |
| Ashutosh Mishra | Yes, C: drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, a specific data that cannot be safely removed. Please allow me at least an hour to fix the issue. I would also email you necessary details. |
| Kathy A Parker | okay, thank you. |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Ashutosh Mishra has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73498 Amanda Sibley

Email: amandasibley@haveninnovation.com

Department: Support(QB & App Hosting)

Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: GRAND HAVEN
State: Michigan
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| Amanda Sibley | Hello, I am your Acebuddy |
| Acebuddy | Hello Amanda Sibley, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Amanda Sibley | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Amanda Sibley | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Amanda Sibley | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Amanda Sibley | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Amanda Sibley | I cannot save nor email a quote with the right format |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| Amanda Sibley | Good morning |
| Rohan Prajapati | Hello Amanda, How are you doing today? |
| Amanda Sibley | I am doing well how about yourself? |
| Rohan Prajapati | I will surely try to help you with this issue. |
| | That's Great. I'm good too, thanks for asking. |
| | Kindly allow me 4-5 minutes to check the same. |

| | |
|-----------------|---|
| Amanda Sibley | Sure thing |
| Rohan Prajapati | May I take the remote access of your server? |
| Amanda Sibley | Yes you can |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Kindly accept the remote session request once you see it on your server screen. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| Amanda Sibley | Got it |
| | Can you see it? |
| Rohan Prajapati | I believe this is regarding the Format of the Invoice right? |
| Amanda Sibley | Yes and quotes. I cannot save nor send them as they are not properly formatted |
| | I have not tried purchase orders yet |
| Rohan Prajapati | Kindly try to send this invoice to yourself |
| Amanda Sibley | I will see what I can do and contact you back if I need any other help |
| Rohan Prajapati | Thanks for the confirmation ! |
| | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| Amanda Sibley | Have a great day |

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73897 Test Account
Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 5 Secs
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

| | |
|---------------|--|
| Test Account | Hello, I am your Acebuddy |
| Acebuddy | Hello Test, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Test Account | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Test Account | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Test Account | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Test Account | test |
| Acebuddy | 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. |
| | <i>test has ended this chat session</i> |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74451 Soraya Raye Thomas
Email: thomasraye144@gmail.com ☎ 19078214050
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 18 Secs
City: KETCHIKAN
State: Alaska
Country: UNITED STATES

Chat Transcript

| | |
|--------------------|--|
| Soraya Raye Thomas | Hello, I am your Acebuddy |
| Acebuddy | Hello Soraya Thomas, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Soraya Raye Thomas | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Soraya Raye Thomas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Soraya Raye Thomas | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Soraya Raye Thomas | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Soraya Raye Thomas | I need QB Payroll Report |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

| | |
|--------------------|---|
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Soraya Raye Thomas | Hi. |
| | My nickname is Raye. |
| Manish Singh | Regarding the Payroll we can update the QB Payroll but regarding the report we suggest you contact Intuit support. |
| Soraya Raye Thomas | Okay. I will try to contact them. I should be able to see them from my QB but, it's blocked somehow, by I though Ace clou Thank you. |
| | Bye. |
| Manish Singh | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73817 vonda
Email: vkhacctserv@gmail.com 📞 14043743557
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: STONE MOUNTAIN
State: Georgia

Chat Transcript -----

| | |
|----------|--|
| vonda | Hello, I am your Acebuddy |
| Acebuddy | Hello Vkhacctserv, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| vonda | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| vonda | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| vonda | Office 365 Addition |
| Acebuddy | Please specify if you already have an Office365 subscription |
| vonda | I wish to buy the license from Ace |
| Acebuddy | Office 365 is a subscription based application and there are several plans to chose from. |
| | For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to link below. |
| | (Please Note: O365 E1 Plan is "web only") |
| | Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be prc 24 hours. |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74817 Tony Lee

Email: support@claccounting.tax 📞 19097189780

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: 51 Secs

City: EL MONTE

State: California

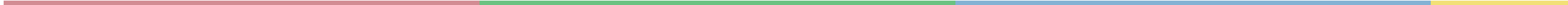
Country: UNITED STATES

Chat Transcript -----

| | |
|---------------|--|
| Tony Lee | Hello, I am your Acebuddy |
| Acebuddy | Hello Tony, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Tony Lee | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Tony Lee | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Tony Lee | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Tony Lee | Restart server so it updated lacerte |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Tony Lee | ok |
| | <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 Tony |
| Tony Lee | please help me restart my server, i need it to update lacerte 2023 and 2024 |
| | name tonylee |
| | server name CLaccounting.myerealdata.net |
| Anurag Sharma | Thanks for the confirmation ! |

| | |
|---------------|--|
| | Kindly allow me two minutes to check the same. |
| Tony Lee | ok. Need it update fast so i can start working |
| Anurag Sharma | I would like to inform you that I have successfully rebooted the server as per your request. |
| Tony Lee | let me check |
| Anurag Sharma | Okay, I am updating these applications on the server. I will update you via email once the update is finished. |
| Tony Lee | ok. thanks |
| | make sure to update both 2023 and 2024 lacerte |
| 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) assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Anurag Sharma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73798 Stephanie Moore
Email: stephanie@thedeliveryauthority.com 📞 6305423466
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: CHICAGO

State: Illinois
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|---|
| Stephanie Moore | Hello, I am your Acebuddy |
| Acebuddy | Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Stephanie Moore | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Stephanie Moore | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Stephanie Moore | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Stephanie Moore | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| Stephanie Moore | 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>Sharath Kumar accepted the chat transfer request.</i> |
| | <i>Sharath Kumar is transferring the chat to Manish Singh.</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Stephanie Moore | hi there...I can't seem to access my remote desktop |
| Manish Singh | I will surely help you with this issue. |
| Stephanie Moore | I was out of office for a week and now it's not working |
| | thanks! |
| Manish Singh | Okay, Is this the first time you are facing this issue and is the issue faced by other users too? |
| Stephanie Moore | I'm the only user here at the office. |
| Manish Singh | Kindly allow me 3-4 minutes to check the same. |
| | |

| | |
|-----------------|--|
| | May I take the remote access of your local computer? |
| Stephanie Moore | yes |
| Manish Singh | https://assist.acecloudhosting.com/join/5982127304 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Stephanie Moore | are you in? |
| Manish Singh | Not yet |
| Stephanie Moore | hmm |
| | it says its running |
| Manish Singh | Yes, it will take some time. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | Is there anything else I may help you with ? |
| Stephanie Moore | ok |
| | what was the issue? |
| Manish Singh | It was with the Gateway |
| | That I have changed from RDGATL to RDG |
| Stephanie Moore | ok, thanks |
| | all good! |
| Manish Singh | As the issue is resolved now. |
| | Is there anything else I may help you with ? |
| Stephanie Moore | no, thanks |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | 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 v number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73413 Ravi Shah
Email: ravi@yourtaxadvisor.com 📞 +1 9739609951
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: 46 Secs
City: LAS VEGAS
State: Maryland
Country: UNITED STATES

Chat Transcript

| | |
|-----------|--|
| Ravi Shah | Hello, I am your Acebuddy |
| Acebuddy | Hello Ravi, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ravi Shah | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ravi Shah | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ravi Shah | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Ravi Shah | I have already raised a request and I have ticket ID #651589 for which I want hep. |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

| | |
|---------------|---|
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Ravi Shah | Hi |
| Sharath Kumar | Hello Ravi, please allow me a moment to go through the ticket |
| Ravi Shah | I need your help to install the module in the current taxwise software |
| Sharath Kumar | Certainly, could you please let me know if you were able to download the module by yourself |
| Ravi Shah | I have downloaded and saved the same in my download |
| | Hello |
| | Please ignore. |
| | it is deleted. let me first get it download and then I will let you know. |
| Sharath Kumar | Sure, thanks! |
| | You could reply to the same ticket number once you downloaded the module. The ticket is with me and I will proceed with installation once you have downloaded it your profile |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| Ravi Shah | I am just disconnecting as it will take time. |
| Sharath Kumar | understood! take your time and let me know once the module has been downloaded to the server. Kindly mention the file well. |
| | anything else that I may assist you with in the meantime? |
| | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session



Chat Transcript

how do a restore a previous file?

Visitor Details

#73768 Scott Itri
Email: scott.itri@elitetaxpros.com ☎ 18015714011
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/cyber-security/managed-backup-services/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Scott Itri | how do a restore a previous file? |
| Aayush Verma | Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i> |
| Scott Itri | Hi |
| Aayush Verma | Hi Scott |
| | Our support team will assist you. |
| | I am transferring the chat. |
| Scott Itri | thanks <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 Scott |
| Scott Itri | hi |
| Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Scott Itri | how do i find the server name? |
| | EliteTA.myrealdata.net |
| | |

| | |
|---------------|--|
| Anurag Sharma | Thanks for the confirmation ! |
| Scott Itri | user name is ScottI_ETA |
| Anurag Sharma | May I take the remote access of your server? |
| Scott Itri | yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| Scott Itri | ok |
| Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | Please stay connected. |
| | We will surely help you with the file backup request. |
| Scott Itri | ok |
| | What do you need from me? |
| Anurag Sharma | Kindly share us the file location, date and time of the file which you want to restore in the backup folder. (Edited) |
| Scott Itri | File name: usnovelt |
| | File location: D:\Client Data\ProNet24\24Data |
| | file time and date: 3-7-25 Anytime from 2pm to 6pm |
| Anurag Sharma | Thank you so much for the details. We will update you via email once we are done with the file restore request. |
| | Is there anything else I may help you with ? |
| Scott Itri | Great, if there are mulitple file in that time window, please send them all. I will check them and see if it works |
| Anurag Sharma | Okay, we will do the same |
| | Thanks for the confirmation ! |
| Scott Itri | are you still connected to the server? |
| Anurag Sharma | Yes, I have ended the remote session. Thank you for reminding me. |
| Scott Itri | ok great |
| Anurag Sharma | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Anurag Sharma has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74411 Kory Brunette
Email: kory@bulldogpackaging.net 📞 6304581152
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: BARTLETT
State: Illinois
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Kory Brunette | Hello, I am your Acebuddy |
| Acebuddy | Hello Kory, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kory Brunette | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kory Brunette | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Kory Brunette | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| | |

| | |
|--------------------------------------|--|
| Kory Brunette | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |
| Acebuddy has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73477 rhernandez
Email: rhernandez@docomopacific.com ☎ 16716864566
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: 37 Secs
City: TAMUNING
State: Guam
Country: GUAM

Chat Transcript

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

| | |
|-----------------|--|
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| rhernandez | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| rhernandez | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| rhernandez | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| rhernandez | i have a ticket |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| rhernandez | hi shubham |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| rhernandez | its rick again i was disconnected |
| Shubham Kataria | Hello |
| | Could you please confirm if Guam is an application? |
| rhernandez | Quickbooks is the application |
| Shubham Kataria | Kindly elaborate on the kind of assistance you're seeking with QuickBooks. |
| rhernandez | im testing if we are able to do direct deposit in Quickbooks desktop from Guam |
| | on the legal information tab in the company doesnt allow guam |
| | so that's the error im getting when testing direct deposit |
| Shubham Kataria | Unfortunately, this information can be only provided by intuit support |
| rhernandez | oh ok so you don't do the quickbooks support as well |
| Shubham Kataria | We do provide the limited support such as QB update, company file opening issues and others |
| | But for the deposit information, Kindly connect with intuit support as they have more expertise in QB |
| | Are we still connected here? |
| rhernandez | ok sounds good |
| | thank you |
| Shubham Kataria | You're welcome |
| | Additionally, we would like to inform you that your C drive space is running low, and we have emailed you regarding this i check that email as well. |

| | |
|-----------------|---|
| | |
| rhernandez | why is it running low? |
| | can you send me a drive space of each individual? |
| Shubham Kataria | Sure |
| | <i>10:41:45 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:2.74 KB)</i> <i>There is only 1% space left in C drive</i> |
| rhernandez | ok can you send me drive space per individual please? |
| Shubham Kataria | Sure, please allow me 2-3 minutes to fetch the data |
| rhernandez | ok sounds good |
| | <i>10:45:37 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:82.62 KB)</i> <i>Here is the data</i> |
| | <i>10:46:22 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:82.62 KB)</i> <i>User profile is consuming 360.5 GB space</i> |
| | can you open windows folder? |
| | or select the arrow? |
| | <i>10:47:53 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:99.51 KB)</i> <i>Here is the Windows folder content</i> |
| | whart about per user? |
| | <i>10:50:01 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:108.51 KB)</i> |
| | <i>10:50:49 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:92.98 KB)</i> |
| | can you check the recycle bin? |
| Shubham Kataria | already cleaned the recycle bin. |
| | We have already made sure that your C Drive is frequently cleaned and optimised |
| rhernandez | ok |
| | let me check |
| Shubham Kataria | sure |
| rhernandez | so theres few users that have a lot of stuff? |
| | one drive should affect server correct? |
| | shouldnt |

| | |
|-----------------|--|
| | what is the 1.5 TB? |
| Shubham Kataria | If your users are synching one drive then it may be taking space |
| rhernandez | oh ok |
| Shubham Kataria | as per ticket #644001 there was a request to install one drive |
| rhernandez | so we need to remove one drive |
| Shubham Kataria | we cannot install it it as server only have 1% space free |
| | you may check if they are using it then you should remove it otherwise you may increase space |
| | Hi Rick are we connected? |
| rhernandez | yes |
| | but what side is the space? |
| | theres a 1.5TB side and a 360 gb column |
| Shubham Kataria | Rick is your users have synced one drive in C drive on their end then the space from C drive is being utilized on server |
| | if they are not then this is the normal usage of C Drive as you have a lot of users and applications. |
| | Please ignore the 1 TB column |
| rhernandez | naw they dont sync to their drive |
| | ok so just the right side |
| | <i>10:58:31 AMShubham Kataria is sharing a file with you</i> <i>image.png</i> - (<i>Size:1.42 KB</i>) <i>Please check this</i> |
| Shubham Kataria | As you have many users on server then this much C Drive usage is normal. |
| rhernandez | can you remove that little pop up so i can see the names? |
| | we've already upgraded twice |
| | <i>11:00:10 AMShubham Kataria is sharing a file with you</i> <i>image.png</i> - (<i>Size:99.14 KB</i>) |
| Shubham Kataria | I would like to inform you that as the applications and windows updates frequently on server the space gets utilized accor |
| | that is why we clean the C Drive to remove Junk files and temp files |
| | Are we still connected here? |
| rhernandez | yes |
| | im just checking the server |
| | is data D our C drive? |
| Shubham Kataria | C drive |
| rhernandez | im seeing there is 328 GB free of 399 GB |
| Shubham Kataria | Yes, In d drive there is free space |

| | |
|-----------------|---|
| rhernandez | ok so what is the C drive? |
| Shubham Kataria | C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and ap specific data. |
| | Are we still connected here? |
| | Are we still connected here? |
| | As you're disconnecting from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-41. further assistance is required. |

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74361 Tesfazion
Email: tesfazion@taxcornerll.net
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 55 Secs
City: CHANTILLY
State: Virginia
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| | Welcome to Ace Support. |
| | Please chose an option : |
| Tesfazion | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Tesfazion | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Tesfazion | ATX software will not open as it is unable to connect to the server. |
| Acebuddy | 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. |
| Tesfazion | ok |
| Sharath Kumar | Could you please help me with the server name that you are currently signed into |
| Tesfazion | TaxCorner1.myrealddata.net |
| Sharath Kumar | Thank you, one moment please |
| | Thank you for your patience. |
| | Is it ATX 2024 that you are signing into |
| Tesfazion | Yes. |
| Sharath Kumar | could you also confirm if the main server for ATX is TaxCorner1,2 or 3 |
| Tesfazion | Yes. |
| Sharath Kumar | actually those are three different servers |
| | I need to know which is the main one |
| Tesfazion | All are independent servers. |
| | but tax corner is the main one. |
| Sharath Kumar | I was getting the same error message earlier but now I am able to open ATX |
| | could you try again and let me know the result |
| Tesfazion | still unable to open it. |
| Sharath Kumar | I see, let me take your remote session |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Tesfazion | I am able to open it now. |
| Sharath Kumar | glad to hear that! |
| | could you close it once more and reopen it, just to make sure that it works |

| | |
|---------------|---|
| Tesfazion | Can you double check the 2023 as well. |
| Sharath Kumar | It gave me the error once for 2023 but then it opened on the second attempt |
| | I think it is just trying to establish the connection between the other servers and it takes a couple tries to be successful |
| Tesfazion | If that is the case ok but I am having issues with 2022 & 2023. |
| | I think you are correct, start to open now. Thank you for your help. |
| Sharath Kumar | It should open now as I am connected to all other servers |
| | Great! Anything else that I may assist you with? |
| | Are we still connected here? |
| Tesfazion | Yes, connected, thank you!! |
| Sharath Kumar | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74716 Jared Weinstock
Email: license@thecalidagroup.com ☎ 13105079045
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: 5 Secs
City: VAN NUYS
State: California
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|---|
| Jared Weinstock | Hello, I am your Acebuddy |
| Acebuddy | Hello Daniel Brook, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jared Weinstock | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jared Weinstock | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Jared Weinstock | Setback |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jared Weinstock | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jared Weinstock | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Jared Weinstock | I have an existing ticket 663685 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Daniel |
| | Kindly allow me two minutes to check the same. |
| | Do you still face any issue, as ticket is in resolved state? |
| | 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) assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74221 samona
Email: samona@aabs.tax 📞 7198200159
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: WEST UNITY
State: Ohio
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------|---|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| samona | program install |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | Hii Samona! |
| samona | In my ace account i need Adobe and Mircosoft office installed |
| | I downloaded the files you just need to install |
| Manish Singh | As I can check Adobe Acrobat is already installed on the server and regarding MS Office 365 we only install E3, E5 and ap Enterprise. |
| samona | adobe reader is not what i want |
| Manish Singh | Alright, As I can check there is a ticket related to that |
| | But can you share the proof of license that you have for O365. |
| | So that we can proceed with the installation. |
| | Are we still connected here? |
| samona | yes |
| | will my login info work |
| Manish Singh | You can share the license that you have for O365. |
| samona | share to who |
| Manish Singh | To the same email that you have sent or can email us on support@acecloudhosting.com (Edited) |
| | Are we still connected here? |
| samona | yes |
| Manish Singh | Kindly email us so that we can proceed with the request. |
| | Is there anything else I may help you with ? |
| samona | okay and thank you |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <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 number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73770 Debbie
Email: debbie@itdistributorsinc.com 📞 15164571439
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 25 Secs
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Debbie | My migration |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Yadav accepted the chat transfer request.</i> |
| Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Debbie | My ticket number is 655002 |
| | CID # 72391 |
| | you were doing an over night migration for me for my quickbooks enterprise - i still haven't received any email |
| Shubham Yadav | Thanks for the confirmation Debbie |
| | As I can check your request is under process and we are working on it. |
| | We apologize for the delay. |
| Debbie | This was supposed to be done last night |
| | when will this be done? |
| Shubham Yadav | I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this i |
| Debbie | What issue needs to be resolved? |
| Shubham Yadav | Debbie we are working on it and we will inform you soon till the morning. |
| Debbie | they told me at least 4 hours - now it is almost 24 hours |
| Shubham Yadav | I understand your concern Debbie and I apologize for this delay. |
| | We made some changes in the back end and that took time to reflect. |
| | We will surely inform you once it is done in few hours. |
| | I appreciate your patience. |
| Debbie | I want this done in a few hours - I have been waiting a whole day |
| Shubham Yadav | Debbie I totally acknowledge your request and we are working on it. |
| | We will inform you shortly in few hours. |
| Debbie | Fine - I will look out for the emails |
| Shubham Yadav | Thank you debbie for your understanding and patience |
| | We are working on this in priority. |
| | Is there anything else I may help you with ? |
| Debbie | No that's it |
| Shubham Yadav | 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 number and survey feedback form.

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

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

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74247 Nathan Urry
Email: techs@cr-t.com ☎ 13853251678
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: 55 Secs
City: DRAPER
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|-------------|---|
| Nathan Urry | Hello, I am your Acebuddy |
| Acebuddy | Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nathan Urry | Managed Security |
| | |

| | |
|-----------------|--|
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Nathan Urry | What is case 657531? |
| | <i>Janardan Mishra accepted the chat transfer request.</i> |
| Janardan Mishra | Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today? |
| Nathan Urry | What is case 657531? |
| Janardan Mishra | It seems issue is related to some application issue however you selected VDI/DaaS Support during chat. So your chat is with VDI team. |
| Nathan Urry | please transfer me |
| Janardan Mishra | Unfortunately we do not have access to your machine and account so let us transfer your chat to concerned team. |
| Nathan Urry | thank you\ |
| Janardan Mishra | Kindly wait while we transfer you. |
| | <i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</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. |
| Nathan Urry | thank you |
| Ashutosh Mishra | I will surely help you with 657531. |
| | Kindly allow me two minutes to check the same. |
| Nathan Urry | thank you |
| Ashutosh Mishra | I understand you want list of email addresses who are sent chat transcripts of your interactions as per 657531, is that cor |
| Nathan Urry | Please confirm that the only address that receives emails from Ace is nathan.urry@wholdllc.com? |
| | Happy to confirm I am looking for that from the nathan.urry@wholdllc.com email address |
| Ashutosh Mishra | Yes, since the account holder email address is nathan.urry@wholdllc.com, hence this only point of contact for us. |
| Nathan Urry | thank you |
| | please close that ticket |
| Ashutosh Mishra | Great to see the query is resolved. |
| | We will close the ticket, thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Nathan Urry | you too |
| Ashutosh Mishra | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com. Thanks! |

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73500 Christopher Facendola
Email: chris@amgair.com 📞 201-782-1782
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: RAMSEY
State: New Jersey
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------------|--|
| Acebuddy | Please select an option! |
| Christopher Facendola | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Christopher Facendola | We are using an App called webgility and it isn't allowing me to login I keep getting an error. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| | Hello Chris, How are you doing today ? |
| Christopher Facendola | Hi Rohan, I'm doing well I just can't get webgility to work on my hosting server. |
| | Giving me an SSL Security Error |
| Rohan Prajapati | Thanks for the information. |
| | I will surely try to help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| | May I take the remote access of your server? |
| | Are we still connected here? |
| Christopher Facendola | yes sorry |
| | you can go ahead |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end. |
| Christopher Facendola | you'll see the error window |
| Rohan Prajapati | Kindly accept the remote session request (Edited) |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | Please try to login back to the Webgility app |
| | I'm not able to Type anything on your Notepads (Edited) |
| Christopher Facendola | it still does not allow me to login |
| Rohan Prajapati | Kindly allow me some time to check the same from the backend |
| Christopher Facendola | ok |
| Rohan Prajapati | Please log off and login back I have made few changes |
| | Are we still connected here? |

| | |
|-----------------------|---|
| | Are we still connected here? |
| Christopher Facendola | yes |
| | logging back in now |
| Rohan Prajapati | Thank you |
| Christopher Facendola | I got a windows error that webgility is not responding |
| Rohan Prajapati | Let me check this |
| Christopher Facendola | sorry oyu can take control now i just needed to minimize the window |
| Rohan Prajapati | Chris, I would need to reboot the server once |
| Christopher Facendola | that is fine go ahead |
| Rohan Prajapati | Please ask the user HowardY to log off from the server for at least 3 minutes |
| Christopher Facendola | He's logged out. |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Chris, you can check now it sems to be working fine now |
| Christopher Facendola | Yeah looks good thank you. |
| Rohan Prajapati | Is there anything else I may help you with ? |
| Christopher Facendola | Nope thats it thank you. |
| Rohan Prajapati | Thanks for the confirmation ! |
| | 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 number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Rohan Prajapati has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73836 Ana Moreno
Email: ana@svefoundation.org
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| Ana Moreno | Hello, I am your Acebuddy |
| Acebuddy | Hello Ana Moreno, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ana Moreno | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ana Moreno | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ana Moreno | Password Reset |
| Acebuddy | Please select an option below |
| Ana Moreno | 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? |
| Ana Moreno | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |

| | |
|---|--|
| Acebuddy (bot) forwarded the chat request | |
| Tushar Pharswan accepted the chat transfer request. | |
| Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. |
| | Hello Ana. |
| | 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) assistance is required. |
| | <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 number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |
| Tushar Pharswan has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

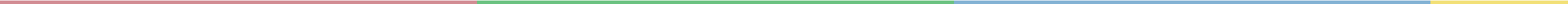
#74545 assembly
Email: assembly@rortax.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min
City: MINNEAPOLIS

State: Minnesota
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|---|
| assembly | Hello, I am your Acebuddy |
| Acebuddy | Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| assembly | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| assembly | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| assembly | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| assembly | Unable to print documents from the cloud server. When re-directing through Uniprint, the federal portion of returns in Lac a format that is unreadable. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| assembly | HI Rohan |
| Rohan Prajapati | Hello Assembly. How are doing today ? (Edited) |
| assembly | Pretty ok! We've unfortunately still got some printing issues with this account on the cloud server |
| Rohan Prajapati | I will surely help you with this issue. |
| | Kindly allow me 4-5 minutes to check the same. |
| assembly | Ok! |
| Rohan Prajapati | May I know if you are still facing the same issue that we resolved on Wednesday? |
| assembly | Yes |
| | I have noticed something really strange, which is that printing capabilities seem to stop after a specific time in the early a |
| Rohan Prajapati | May I know if all users are facing the same issue or its just you ? |
| assembly | I believe it is just Assembly |
| Rohan Prajapati | Assembly, it would be within our expertise if you were unable to print from the server. However, since this issue is related |

| | |
|-----------------|---|
| | <p>formatting of the Lacerte reports, I would recommend contacting Lacerte Support, as they are the best point of contact fo due to application limitations.</p> <p>However, if you’d like, I can try looking into this issue and will do my best to resolve it. (Edited)</p> |
| assembly | Well, it's both Lacerte and anything else I try to print from the cloud server |
| Rohan Prajapati | Okay. Did you try printing something from your local PC, and was it as good as you expected? |
| assembly | Oh, actually-- you know what, I just printed a test page through uniprint on the cloud and that looks fine. It was the notep |
| Rohan Prajapati | That's what I was saying. It is related only to Lacerte reports. |
| assembly | So, I don't know what to do currently. I do not think I can get in touch with Lacerte support today. Do you think you can so temporarily for today? |
| Rohan Prajapati | May I take the remote access of your local computer? |
| assembly | Please do |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end. |
| assembly | Ok |
| Rohan Prajapati | Kindly Copy and Paste the below link in any browser of your Local PC and Join the session |
| | https://assist.acecloudhosting.com/join/8522875422 |
| assembly | Ok, that worked! |
| | Can I disconnect from the Zoho assist now? |
| Rohan Prajapati | Thanks for the confirmation ! |
| | I would request you to please give your Valuable feedback after ending the chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Rohan Prajapati has ended this chat session</i></p> |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74021 Nathan Urry
Email: techs@cr-t.com 📞 13853251678
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 27 Secs
City: LOS ANGELES
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Nathan Urry | Hello, I am your Acebuddy |
| Acebuddy | Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nathan Urry | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| Acebuddy (bot) forwarded the chat request | |
| Himanshu accepted the chat transfer request. | |
| Himanshu | Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you. |
| | Please allow me 5 minutes, i am connecting you with the concered department. |
| Himanshu is transferring the chat to Support(QB & App Hosting). | |
| 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. |
| Nathan Urry | hi |
| Shashwat Verma | Hello nathan |
| Nathan Urry | what is the status of each of our requests? |

| | |
|----------------|--|
| | I have a number outstanding right now |
| Shashwat Verma | We have forwarded your case for POC change and summarize the details on email. |
| Nathan Urry | forwarded to who? |
| | please make the change |
| Shashwat Verma | on nathan.urry@wholdllc.com |
| | POC change request is in process and concern team will update you for the same |
| | For the folder permission we require a confirmation from nathan.urry@wholdllc.com, which we have already informed on j and chat. |
| Nathan Urry | i just confirmed over email |
| Shashwat Verma | Let me check |
| Nathan Urry | thank you |
| Shashwat Verma | Sure, we have just got the confirmation. |
| Nathan Urry | thank you |
| Shashwat Verma | We'll do the needful and will inform you on email. |
| | Is there anything else I may help you with ? |
| Nathan Urry | yes - printing |
| | <i>Shashwat Verma is transferring the chat to Shivam Singh.</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Kindly allow me two minutes to check the same. |
| Nathan Urry | thank you |
| Shivam Singh | As you mentioned, you are having printing issue. kindly let me know as to what concern you have. |
| Nathan Urry | I live 250 miles from where I need to print |
| | I don't have access to those printers and I need access for me and Vincent Rosales (lives in the Phillipines) |
| Shivam Singh | Kindly let me know, if you have any of the printer mapped locally. |
| Nathan Urry | I don't know |
| Shivam Singh | Please allow me two minutes to have a look into it. |
| Nathan Urry | thank you |
| Shivam Singh | Thank you for waiting |
| | As we see there are tickets related to the same concern. |
| Nathan Urry | thank you |
| Shivam Singh | As per your request, we have forwarded the ticket to the network team to explore possible solutions. However, please not printing has limitations. Without a static IP and a firewall for the IPSec tunnel, network printing will not be feasible. This is network printing requires a stable, secure connection, which typically depends on these configurations. |

| | |
|--|--|
| | I will also share an email explaining the possible constraint in achieving the required request. |
| | 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) assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Shivam Singh has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73846 Brittany

Email: accountant@universalaccounting.com 📞 8013601669

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: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Brittany | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Brittany | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Brittany | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Brittany | My QB/RDP has been incredibly slow....I assumed it was my internet connection however, I received a message yesterday that I needed more server space |
| Acebuddy | 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 Brittany |
| Brittany | hello |
| | My RDP is INCREDIBLY SLOW what do I need to do to fix this lag? |
| | I got a message yesterday in QB that said QB was running slow because I was running out of Disk/Server space |
| 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? |
| Brittany | Brittany.chr@myrealddata.com |
| | Is that what you need? if not where do I find the info needed |
| Anurag Sharma | Please confirm if it is UACenter.myrealddata.net. |
| | Are we still connected here? |
| | Are we still connected here? |
| Brittany | yes |
| Anurag Sharma | Thanks for the confirmation. |
| | Please confirm if this is your server name? |
| Brittany | yes |
| Anurag Sharma | Thanks for the confirmation. |
| | Kindly allow me two minutes to check the same. |
| Brittany | ok |
| | |

| | |
|---------------|--|
| Anurag Sharma | Brittany, as I can check you are facing low disk space issue on the server. (Edited) |
| | You right now have only 14% of disk space left in the server. |
| Brittany | ok.... so what do i need to do to get rid of the ridiculous lag.... |
| Anurag Sharma | I would suggest you to add some disk space on the server. |
| | Plan1: 200GB: \$120/Month Plan2: 100GB: \$60/Month Plan3: 80 GB: \$50/Month Plan4: 60 GB: \$40/Month |
| Brittany | ok how much will that cost me each montb |
| | what do I have right now? |
| Anurag Sharma | These are the plans you can opt for. |
| Brittany | what do I have now? |
| Anurag Sharma | Suppose you opt for plan 3, then your monthly billing will be updated to the billing you are paying right now plus \$50 in a |
| | You currently have 60 GB of disk space in your C drive. |
| Brittany | Ok please upgrade me to the 80g plan |
| Anurag Sharma | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur request. |
| | The registered email address is Jenniferc@universalaccounting.com |
| Brittany | ok.... How do I update that as she is no longer in the accounting department |
| Anurag Sharma | Please email us with this request as well. |
| Brittany | ok... how long will it take for the change to go into affect |
| Anurag Sharma | Actually this primary contact change request is being handled by our other department. I will forward this request of your they will assist you with this. |
| Brittany | ok |
| Anurag Sharma | Please confirm if you have sent us an email ? |
| Brittany | I am asking her to do it right now |
| Anurag Sharma | Okay |
| | Do you want me to stay connected on chat till then? |
| Brittany | Sure.... I am waiting for confirmation that it has been sent |
| Anurag Sharma | Okay, no problem |
| | Please take your time. |
| | Are we still connected here? |
| Brittany | y |
| | |

| | |
|---------------|--|
| Anurag Sharma | Please confirm if she has sent the mail to us. |
| Brittany | she is working on it rn... |
| Anurag Sharma | If it will take time, then also it is fine. You can send the mail after the chat as well. |
| | Are we still connected here? |
| | Are we still connected here? |
| Brittany | ok |
| Anurag Sharma | Please confirm if she has sent the mail to us? (Edited) |
| | 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) assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73514 Jeffery Wadsworth
Email: jwadsworth@delmarsystems.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 51 Secs
City: LAFAYETTE
State: Louisiana
Country: UNITED STATES

Chat Transcript

| | |
|-------------------|--|
| Jeffery Wadsworth | Hello, I am your Acebuddy |
| Acebuddy | Hello Jeffery Wadsworth, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jeffery Wadsworth | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jeffery Wadsworth | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jeffery Wadsworth | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Jeffery Wadsworth | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Jeffery Wadsworth | Our support number is 652577. We are just looking for any update you have. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Jeffery Wadsworth | Hello Manish. |
| Manish Singh | Hii Jeffery |
| | I will surely help you with this issue. |
| | Okay, Is this the first time you are facing this issue and is the issue faced by other users too? |
| Jeffery Wadsworth | All users are seeing the issue. |
| | First time to my knowledge. |
| Manish Singh | Kindly allow me two minutes to check the same. |
| Jeffery Wadsworth | Thanks Manish. |
| Manish Singh | May I know the QB company file which is having issue? |
| Jeffery Wadsworth | Apparently, all of them, Manish. |
| Manish Singh | Alright! |
| Jeffery Wadsworth | I can send you another screenshot if you wish. |
| Manish Singh | Kindly check with company file Maine Yacht Center, LLC |

| | |
|-------------------|--|
| | If this is accessible for all users. |
| Jeffery Wadsworth | Ok, let me get an accountant to try it. |
| Manish Singh | Sure, please take your time. |
| Jeffery Wadsworth | Ok, Angela was told to check it out. Just waiting for reply. |
| Manish Singh | Alright |
| | Kindly check all your company file one by one and let me know. |
| Jeffery Wadsworth | Ok, Angela received a message and screenshot is available. |
| Manish Singh | May I take the remote access of Angela server? |
| | <i>10:05:19 PMJeffery Wadsworth is sharing a file with you</i> error.jpg - (Size:75.49 KB) |
| Jeffery Wadsworth | She is remote but I can get on her system and share my screen? Whatever works best for you. |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. |
| Jeffery Wadsworth | Ok, let me tell her to close everything. |
| | Everything is closed. You can access it. |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| Jeffery Wadsworth | Ok |
| Manish Singh | Need to reboot the server once |
| Jeffery Wadsworth | Ok. Sounds good. |
| Manish Singh | Kindly ask Angela to login after 2 minutes. |
| Jeffery Wadsworth | Ok, Will do. |
| Manish Singh | Kindly login once. |
| Jeffery Wadsworth | Having her try. |
| | She is in MYC fine |
| | Can she try the other databases |
| Manish Singh | Yes, Please |
| Jeffery Wadsworth | Damage is good as well. |
| | MMR fine too. Looks good, Manish. |
| Manish Singh | Great! |
| | Is there anything else I may help you with ? |
| Jeffery Wadsworth | I have to check with our other clients, but if they have a problem, I will get in touch with you and your great team. Thanks |
| Manish Singh | Sure, please do we would be happy to assist you. |
| | |

| | |
|-------------------|---|
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| Jeffery Wadsworth | Sure |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |
| Jeffery Wadsworth | You too. |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74120 matt
Email: matt@sheelybuilds.com ☎ 757-615-3026
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 42 Secs
City: CHESAPEAKE
State: Virginia
Country: UNITED STATES

Chat Transcript

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|--------------|--|
| matt | Hello, I am your Acebuddy |
| Acebuddy | Hello Matt, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| matt | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| matt | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| matt | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| matt | Can no longer print in Quickbooks. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| matt | Thank you |
| Manish Singh | Kindly use Uniprint |
| matt | im not sure how that works... |
| | it defaults to uniprint but we dont have uniprint |
| Manish Singh | Alright, let me check once |
| matt | All of the normal printers I use are gone |
| Manish Singh | Checking please wait. |
| | Kindly check now |
| matt | I just checked. My printers are no longer listed |
| Manish Singh | Let me transfer you to a specialist who can better address your concern. |
| | <i>Manish Singh is transferring the chat to Yash Ahi.</i> |
| matt | ok thank you |
| | <i>Yash Ahi accepted the chat transfer request.</i> |
| Yash Ahi | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today. |
| | Hi Matt. How are you doing today? |
| matt | great. my printers on the dedicated server are no longer there |
| Yash Ahi | I will surely help you with that Matt. |

| | |
|----------|--|
| | Could you please help me with your server name or business name? |
| matt | Sheely Contractors LLC |
| | SHEELYCLLC |
| Yash Ahi | Thankyou for the information. |
| | Kindly allow me two minute. |
| matt | Sure, thank you |
| Yash Ahi | Thank you for your patience. |
| | May I take the remote access of your local computer? |
| | Are we still connected here? |
| matt | yes |
| Yash Ahi | Prior providing the access, I would suggest you to close any important documents at your end. |
| matt | ok thanks |
| Yash Ahi | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2582442829 |
| | 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) assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Yash Ahi has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73393 info
Email: info@brkimcpa.com ☎ 9729724930
Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: FULLERTON

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 report an Issue |
| Acebuddy | Please select an option! |
| info | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| info | QuickBooks Update |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh Our engineers will manually check and implement the patches if need be and share a confirmation via email. |
| | Do you need any further assistance on the topic? |
| info | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| info | please update QB today |
| Shubham Yadav accepted the chat transfer request. | |
| Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. |
| info | Good morning. please update QB now. |
| Shubham Yadav | I will be surely assisting you with this. Kindly help me with your server name and user name? |

| | |
|---------------|--|
| info | Donna_BK |
| | this is username |
| Shubham Yadav | Thank you for the information and allow 2 minutes to check the same. |
| info | okay |
| Shubham Yadav | Can you please let me know if the users are logged in the server ? |
| info | only me |
| Shubham Yadav | As I can check Quick Books is already updated. |
| info | every last day of month, I request, but I think i didn't |
| | that is why i am asking you to update today if it is possible. |
| Shubham Yadav | Alright Donna |
| | I would like to inform you that QB is fully updated. |
| info | okay. thank you. then |
| Shubham Yadav | Welcome Donna |
| | Is there anything else I may help you with ? |
| info | nope. thanks |

info has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74709 scott
Email: scott@aabs.tax 📞 17205418788
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: PHOENIX

State: Arizona
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|---|
| scott | Hello, I am your Acebuddy |
| Acebuddy | Hello Scott, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| scott | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| scott | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| scott | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| scott | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| scott | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| scott | log in not working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| | Hello Scott, How are you doing today ? |
| | I will surely help you with this issue. |
| scott | Hi Rohan! I am attempting to log in using the remote desktop shortcut that was provided on my desktop and it no longer work for me - can you help me get this back up and running so that when I click on it, I'm able to get in like I was? |
| Rohan Prajapati | May I know what error you are getting while logging to the server ? |
| scott | The User Profile Service failed the log in' |
| Rohan Prajapati | Thank you for all the information |
| | |

| | |
|-----------------|--|
| | Kindly allow me 5-6 minutes to check the same. |
| scott | Sure thing! |
| Rohan Prajapati | May I take the remote access of your local computer? |
| scott | Sure thing |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end. |
| scott | Done |
| Rohan Prajapati | Kindly Copy and Paste the below link in any browser of your Local PC and Join the session |
| | https://assist.acecloudhosting.com/join/7762664414 |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| | <i>Ended due to chat idle timeout</i> |

Chat Transcript

Our hosted quickbooks desktop is not opening on any of the computers in our office. It has been a few hours since some of the employees have been able to log in

Visitor Details

#74010 Martin
Email: martin@tridentcorp.com ☎ 2404466661
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_BhDGARIsABg4_J1F8rovvXfA8g03Y4_H6GcNWofwifJ0X1F8IJGCB9iVQtthcxVOER0aAnwsEALw_wcB
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: WAYNESBORO
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Martin | Our hosted quickbooks desktop is not opening on any of the computers in our office. It has been a few hours since some of our employees have been able to log in |
| Siddhant | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. |
| | Hi Martin, I am transferring this chat to the support team. They will be assisting you further. |
| | <i>Siddhant is transferring the chat to Support(QB & App Hosting).</i> |
| Martin | ok thanks |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Martin |
| Martin | Hello |
| Shashwat Verma | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| Martin | ok |
| Shashwat Verma | May I take the remote access of your local computer? |
| Martin | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/3332375902 |
| | Kindly Click on the link and open the downloaded file. |
| Martin | ok looks like you are connected |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | as per remote session we help you to reset the password for MarkD_TE@myrealddata.net and other user login issue was resolved. |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3

#73429 Loretta Lomas
Email: featherfinancial@gmail.com 📞 15302832341
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: QUINCY
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration :

| | |
|---------------|--|
| Loretta Lomas | Hello, I am your Acebuddy |
| Acebuddy | Hello Lori Lomas, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Loretta Lomas | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Loretta Lomas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Loretta Lomas | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Loretta Lomas | Ticket #651809 |

| | | |
|--|-----------------|--|
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | Loretta Lomas | It is urgent |
| | | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| | Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| | | Hello Lori, How are you doing today? |
| | | Thank you for providing the ticket Number. |
| | Loretta Lomas | I'm fine |
| | Rohan Prajapati | Kindly allow me 5-6 minutes to check the same. |
| | | That's Great |
| | | May I take the remote access of your server? |
| | Loretta Lomas | yes PLEASE |
| | Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Loretta Lomas | OK good to go |
| | Rohan Prajapati | Kindly accept the remote session request |
| | Loretta Lomas | I don't see it |
| | Rohan Prajapati | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | Loretta Lomas | DO YOU NEED ME TO DO SOMETHING WITH THIS CLOSING APP MESSAGE? |
| | Rohan Prajapati | Lori, Just login back and try to follow the same steps for updating the License. |
| | | Lori, may I know how frequently you need to update this license in a month? |
| | Loretta Lomas | The license update is rare. But product updates can be daily |
| | Rohan Prajapati | Okay Lori, Once it's done, we will send a disclaimer to you, which you will need to approve and acknowledge so that we can grant you permanent restricted admin rights. This way, you won't have to contact us about this repeatedly. |
| | | Will that be okay for you ? |
| | Loretta Lomas | That would be wonderful! |
| | Rohan Prajapati | Sure Lori. |
| | | Is it good now ? |
| | | Are we good to go ? |
| | Loretta Lomas | yes, thank you |
| | Rohan Prajapati | Thanks for the confirmation ! |
| | | |

| | |
|-----------------|--|
| | Is there anything else I may help you with ? |
| Loretta Lomas | No thanks |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Rohan Prajapati has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 M

#74129 Joseph Fabian
Email: joey.fabian@southjerseycpas.com 📞 6092730327
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: WATERTOWN
State: New Jersey
Country: UNITED STATES

Chat Transcript

Chat Duration :

Joseph Fabian

| | |
|---------------|--|
| | Hello, I am your Acebuddy |
| Acebuddy | Hello Joseph Fabian, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Joseph Fabian | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Joseph Fabian | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Joseph Fabian | Password Reset |
| Acebuddy | Please select an option below |
| Joseph Fabian | 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 reset and we'll share an update once the request is processed. |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transcript

Ace is hosting our UltraTax. I have a message pop up that I have 9 days remaining on your license for UltraTax CS. I am not able to upload the license. I need this license updated ASAP so I don't lose access to my tax prep software.

Visitor Details

7 M

#73661 summer
Email: summer@leafbookcfo.com ☎ 14694095890
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: HARVEST
State: Alabama
Country: UNITED STATES

Chat Transcript

Chat Duration :

| | |
|-----------------|--|
| summer | Ace is hosting our UltraTax. I have a message pop up that I have 9 days remaining on your license for UltraTax CS. I am not able to upload the license. I need this license updated ASAP so I don't lose access to my tax prep software. |
| Aayush Verma | Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. |
| | <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. |
| | Hello Summer, How are you doing today ? |
| summer | I'm good. |
| | <i>12:19:22 AMsummer is sharing a file with you</i> <i>UT License.png - (Size:55.96 KB)</i> <i>A screen shot of the message.</i> |
| Rohan Prajapati | Thank you for Providing the information. |
| | That's Great |
| | Kindly allow me 4-5 minutes to check the same. |
| summer | No problem. |
| Rohan Prajapati | Summer, please log off and login back. We have provided you Temp Admin rights, you may proceed with updating the license. |
| summer | Let me try it . |
| Rohan Prajapati | Sure take your time |
| | Do not forget to log off from the server once and login back |
| summer | That's the red Log Off button, right? |
| Rohan Prajapati | Yes Summer |
| | Has this been updated ? |
| summer | Working on it. |
| Rohan Prajapati | Okay Summer |

| | |
|-----------------|---|
| summer | I think it worked. |
| | I logged back out and logged in again. It looks like I'm good not. Thank you! |
| Rohan Prajapati | Is there anything else I may help you with ? |
| summer | That's all for today. Thank you for the assistance. |
| Rohan Prajapati | Thanks for the confirmation ! |
| | 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 ticket number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Rohan Prajapati has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20

#74427 Sarah Carruthers

Email: sarah@redhenbusiness.com ☎ 13144924343

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: SPRINGFIELD

State: Missouri

Country: UNITED STATES

| | |
|------------------|--|
| Sarah Carruthers | Hello, I am your Acebuddy |
| Acebuddy | Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Sarah Carruthers | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sarah Carruthers | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Sarah Carruthers | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Sarah Carruthers | Restart |
| Acebuddy | Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Sarah Carruthers | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sarah Carruthers | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Sarah Carruthers | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Sarah Carruthers | I need to verify who can speak to support and make changes to our account |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Sarah Carruthers | Hi Manish |
| Manish Singh | Hii Sarah |
| Sarah Carruthers | I need to verify who is listed as a contact allowed to talk to support for our users? |

| | |
|------------------|--|
| Manish Singh | Sara And Cora are the one who can make request as Point of contact (POC) |
| Sarah Carruthers | Thank you for that verification. That is all. |
| Manish Singh | Is there anything else I may help you with ? |
| Sarah Carruthers | Not at this time. Thank you! |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20

#74402 accounting
Email: accounting@smartworksproducts.com ☎ 7327649990
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: SOMERSET
State: New Jersey
Country: UNITED STATES

| | | |
|-----------------|--|-----------------|
| Chat Transcript | | Chat Duration : |
| | | |
| accounting | 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? | |
| accounting | Technical Support (QB & App Hosting) | |
| Acebuddy | Welcome to Ace Support. | |
| | Please chose an option : | |
| accounting | I'd like to report an Issue | |
| Acebuddy | Please select an option! | |
| accounting | Password Reset | |
| Acebuddy | Please select an option below | |
| accounting | 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? | |
| accounting | 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. | |
| accounting | i have tkt 662120. trying to get into quickbooks and keep asking me the password . The password I have does not work. please reset my password | |
| Anurag Sharma | Hello Accounting | |
| | I will surely help you with this. | |
| | Please allow me 3-4 minutes to check the same. (Edited) | |
| accounting | can you just sent me the new password tomorrow | |
| Anurag Sharma | Okay I will surely do that for you. | |
| accounting | If this will take only 5 minutes I can still wait | |
| Anurag Sharma | Please confirm if you want the new password for server login? | |
| accounting | yes | |
| Anurag Sharma | Thanks for the confirmation | |
| | Could you please confirm the user name of the user who wants the new password? | |
| | | |

| | | |
|--|---------------|---|
| | accounting | eva@smartworksproducts.com |
| | Anurag Sharma | Thanks for the confirmation |
| | | Please approve the request from the primary contact account so that we can proceed with the request. |
| | accounting | or you can use EVA |
| | Anurag Sharma | From this email Id vjlund@smartworksproducts.com |
| | accounting | yes |
| | Anurag Sharma | Please send us the approval from this account and I will share you the new password link via mail. |
| | | Will it be fine? |
| | | Thanks for the confirmation. |
| | | I have received the approval from the primary contact. |
| | | I will be sharing you the new password within 5-10 minutes. |
| | | Is there anything else I may help you with ? |
| | accounting | no thank you |
| | | am i done |
| | Anurag Sharma | Thank you so much for such a wonderful chat session. |
| | | 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 ticket number and survey feedback form. |
| | | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! |
| | | 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/) |

Anurag Sharma has ended this chat session

Chat Transcript

Visitor Details

10

#73793 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Malkeet Nagpal
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 2 Mins 4 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration :

| | |
|--------------|--|
| krisika | Hello, I am your Acebuddy |
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| krisika | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| krisika | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| krisika | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| krisika | Hi |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| krisika | Hi |
| Manish Singh | Hii Krisika |
| krisika | Quickbook not open in all pc |

| | | |
|--|----------------|---|
| | Manish Singh | I will surely help you with this issue. |
| | krisika | Yes |
| | Manish Singh | Is this the first time you are facing this issue? |
| | krisika | No |
| | Manish Singh | Kindly allow me two minutes to check the same. |
| | krisika | Ok |
| | Manish Singh | Let me transfer this chat to the Escalation Team as they are handling this case. |
| | | <i>Manish Singh is transferring the chat to Malkeet Nagpal.</i> |
| | | <i>Malkeet Nagpal accepted the chat transfer request.</i> |
| | Malkeet Nagpal | Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you further. |
| | krisika | Quickbook not open in all pc |
| | | <i>7:00:10 PMkrisika is sharing a file with you</i> <u>17416133709054114983665312237795.jpg</u> - (Size:5.03 MB) |
| | | <i>This error</i> |
| | Malkeet Nagpal | Thank you for the same, are you on HKiData01. |
| | krisika | Server on but Quickbook not open |
| | Malkeet Nagpal | Please share me a username once. |
| | | Are you at HKiData01? |
| | krisika | Yes |
| | Malkeet Nagpal | Please approve it. |
| | krisika | Ok |
| | Malkeet Nagpal | when did it happened like 10 -15 minutes ago? |
| | | and was it working before that. |
| | | Also May I know if the Pinkalc user name was working last week and was working today as well? |
| | krisika | Today working |
| | Malkeet Nagpal | May I know if the Pinkalc user name was working last week? |
| | krisika | Yes |
| | Malkeet Nagpal | okay, thank you for the confirmation. I am restarting the server. Please inform users to logout from the server. |
| | krisika | Ok |
| | | All server logout |
| | | Are you connected ? |
| | Malkeet Nagpal | apologies |

| | | |
|----------------|--|--|
| | | for the delay as there was some tech issues, and yes we are connected now. |
| | | I have initiated a reboot task. |
| krisika | | Ok |
| | | Quickbook working fine in all pc |
| | | Thank you |
| Malkeet Nagpal | | Is there anything else I may help you with ? |
| krisika | | No |
| | | Thank you |
| Malkeet Nagpal | | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Malkeet Nagpal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

| | |
|---|----|
| Visitor Details | 20 |
| #74431 Betty Willis | |
| Email: betty@qualitycarshippers.com | |
| 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: 39 Secs | |

City: MURRIETA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration

| | |
|---------------|--|
| Betty Willis | Hello, I am your Acebuddy |
| Acebuddy | Hello Betty Willis, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Betty Willis | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Betty Willis | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Betty Willis | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Betty Willis | 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? |
| Betty Willis | 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>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. |
| Betty Willis | 661811 Case |
| Sharath Kumar | Hello Betty, Thank you for the ticket number |
| | let me quickly look into this for you |
| Betty Willis | No one in our office can get into Quick Books for the past two days since the update Quick Books did with hub |
| | This needs to be FIXED as soon as possible. it is hindering our daily operations |
| Sharath Kumar | Thank you for your patience. Sorry to hear that you are still experiencing the issue. |
| | Could you confirm whether this happens with a particular company file or is this happening while opening all the files |

| | | |
|--|---------------|--|
| | Betty Willis | We only have one company fiel |
| | | file |
| | Sharath Kumar | I see, May I know the file path |
| | Betty Willis | What is a file path |
| | Sharath Kumar | where is this file located, what is its name |
| | Betty Willis | Quality Car Shippers QBW |
| | Sharath Kumar | alright, and is it located in here? D:\Client data\updated company files |
| | | <i>8:55:39 PM</i> Betty Willis is sharing a file with you <i>image.png</i> - (<i>Size:12.14 KB</i>) |
| | | <i>8:56:35 PM</i> Betty Willis is sharing a file with you <i>1_image.png</i> - (<i>Size:11.68 KB</i>) |
| | | <i>8:56:56 PM</i> Betty Willis is sharing a file with you <i>1_image.png</i> - (<i>Size:154.22 KB</i>) |
| | | got it, thank you |
| | | I saw it in your email that you have already tried all that |
| | | could you make a copy of this company file to your desktop and open from there |
| | Betty Willis | Yes, more than once. Tech support reinstalled the update last night and we are still having the issue |
| | | People are working remotely - will me making a copy of the company file to my desktop and open from there effect it for everyone else who uses it? |
| | Sharath Kumar | not at all since we will not be making any changes to the original file |
| | | Actually, let me do that for you |
| | Betty Willis | This issue MUST be corrected as soon as possible so everyone can complete their work - Everyone is at least 2 days behind |
| | Sharath Kumar | absolutely, I understand your urgency |
| | | and I am trying my best to get this issue resolved at the earliest |
| | | I have now created a new folder on your desktop named "copy of Quality Car Shippers" |
| | Betty Willis | Okay. Now what? |
| | Sharath Kumar | In it I have placed the file, could you try opening that file and let me know if it is accessible |
| | | <i>9:04:25 PM</i> Betty Willis is sharing a file with you <i>1_image.png</i> - (<i>Size:107.81 KB</i>) |
| | | oh, the first file, that's what QuickBooks reads |
| | | The one with the green icon |
| | Betty Willis | I opened the wrong file? |
| | Sharath Kumar | that is correct. |

| | | |
|--|---------------|---|
| | | <i>9:06:46 PM</i> Betty Willis is sharing a file with you 1_image.png - (Size:13.89 KB) |
| | | <i>9:07:06 PM</i> Betty Willis is sharing a file with you 1_image.png - (Size:279.05 KB) |
| | Betty Willis | Still can't get in |
| | Sharath Kumar | I see |
| | | Alright, so on the same folder, I have placed a previous version of the file (from 3/18) |
| | | by same folder, I mean on your desktop |
| | | could you try opening that and let me know the result |
| | Betty Willis | The copy file? |
| | Sharath Kumar | yes, folder on your desktop called Copy of __ |
| | | the file inside it is a previous version that I have restored from our backup |
| | | were you able to open that? |
| | Betty Willis | The green file? |
| | Sharath Kumar | that's right! |
| | Betty Willis | It's doing the samething |
| | Sharath Kumar | and this error occurs after you login to the company file? |
| | Betty Willis | Yes |
| | | Keeps taking me to the infomation page about the hub |
| | Sharath Kumar | Understood, would you be comfortable with providing the admin credentials for this company file. We will troubleshoot this and will reach out to you when the file is accessible again to all |
| | Betty Willis | sure |
| | | What are admin credentials? |
| | Sharath Kumar | The username and password to sign into the company file |
| | Betty Willis | The administrators username and password? |
| | Sharath Kumar | but the admin account has all the privileges |
| | Betty Willis | I will have to contact her. Give me a minute |
| | Sharath Kumar | Sure, in the meantime, let me try another workaround |
| | Betty Willis | USername is Admin password is !!March323!! |
| | Sharath Kumar | Great! Thank you |
| | | Could you once again open the "copy of" folder |
| | | inside that there is a new folder |
| | | Did that open? |

| | | |
|--|---------------|--|
| | Betty Willis | Yes that opened it |
| | | Is that how we have to get in now? |
| | Sharath Kumar | Okay, good to hear that |
| | | You may copy this file to its original location but make a slight change to its name like add the word "new" |
| | Betty Willis | How do I do that? Close it and copy? |
| | Sharath Kumar | However, before you do that, I want to inform you that this is a backup that I found from 17th of March, 10 PM IST |
| | | There could be changes made to the file after that |
| | Betty Willis | So only information up to the 17th is in there correct? |
| | Sharath Kumar | could you make sure that this is the file that you need and no relevant changes were made since then |
| | | March 17, 10 PM (Indian standard time) |
| | Betty Willis | How do I check that? |
| | Sharath Kumar | so you'll have to convert the time to yours |
| | Betty Willis | What is Indian Standard time vs USA Pacific time |
| | | It's 9:01 am 3/20/2025 here right now |
| | Sharath Kumar | My bad, the time zone set on the server is UTC |
| | Betty Willis | What time is that? |
| | Sharath Kumar | 4:02 PM currently |
| | | so the time difference is of 7 hours |
| | Betty Willis | So that would be 3pm on the 17th here |
| | Sharath Kumar | the file that you were able to open is from March 17, 3 PM pacific time |
| | | Perfect! |
| | | so my question is, would that be an issue |
| | Betty Willis | So I need to verify the information entered upto 3pm pacific time...if anyone entered anything after that time might be missing? |
| | Sharath Kumar | That is totally correct |
| | Betty Willis | Okay. Give me a minute to check |
| | Sharath Kumar | Sure! |
| | Betty Willis | I'm not sure how to check the information it went down on the 18th |
| | | When I just signed in it showed that qb needs a critical update |
| | Sharath Kumar | Possible to check the transactions and invoices that you remember? |
| | | I can get this updated in some time and you can let me know if that resolves your concern, but I am |

| | | |
|--|---------------|---|
| | | not sure that will work |
| | Betty Willis | I don't handle Invoices and such. So I'm not sure. Does everyone else in our office have this access? |
| | Sharath Kumar | Could you please clarify the access that you are referring to |
| | Betty Willis | Most of our people are working remotely and have access through chrome remote |
| | Sharath Kumar | Oh! understood, since the file is currently on your desktop, it will be only accessible to you |
| | Betty Willis | nevermind it's not chrome remote it's through your server |
| | Sharath Kumar | What you can do is copy the "new folder" and paste it in updated company files under Client Data |
| | Betty Willis | Can you walk me through that |
| | Sharath Kumar | Sure, it will best if I take your remote session |
| | Betty Willis | Beth, Heather, and Jazmine still can't sign in and are having the issues |
| | | okay |
| | Sharath Kumar | let me send you a request for the same on the server and help you with this |
| | | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Betty Willis | Sounds good |
| | | All documents are closed except for my email |
| | Sharath Kumar | you may minimize that |
| | | check the server screen I have sent you the request (Edited) |
| | | Ok, so now the file is on your desktop 9under the folder Copy of |
| | | This is only accessible to you since it is on your user profile |
| | | the windows on the left is pointing to folder name "updated company file" under D drive |
| | | The files and folder under D drive can be accessed with others |
| | Betty Willis | No, I didn't copy the New Folder |
| | | No. the file can't be opened by other employee |
| | Sharath Kumar | got it |
| | Betty Willis | Still doing the same thing on their computer |
| | | Still saying to download the doctor |
| | Sharath Kumar | ask them to open the restored folder and access the file |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | Betty Willis | Shes trying now |
| | Sharath Kumar | ok, great! |
| | Betty Willis | |

| | |
|---------------|---|
| | it just popped up |
| | it's open and she's in the restored file |
| Sharath Kumar | awesome! |
| Betty Willis | She's in. Let me check with the others now |
| Sharath Kumar | That should do it, my advise would be to keep the both files for a while |
| | once you make sure there are no changes, you can delete the original file and use the restored file from now on |
| | I have disconnected from the remote session |
| Betty Willis | They don't have access to the restored folder |
| Sharath Kumar | checking |
| | are you sure they are accessing the correct folder as all users have access to the "restored" folder under updated company files |
| | 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) if any further assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <i>Sharath Kumar has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74269 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Apple iPad

Browser: Google Chrome

Device: Mobile

18

Average Response Time: 1 Min 7 Secs
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration :

| | |
|---------------|--|
| srinivas | Hello, I am your Acebuddy |
| Acebuddy | Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| srinivas | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| srinivas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| srinivas | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| srinivas | server down' |
| Acebuddy | 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 Srinivas |
| srinivas | Hi can you connect to escalation team |
| | TAXG2 |
| | TAXG1 |
| | SERVER NAME |
| Anurag Sharma | Okay |
| | Thankyou for the information. |
| | Kindly allow me 3-4 minutes to check the same. |
| srinivas | OK |
| | SWERVER USAGE is 925 |
| | 92% |

| | |
|---------------|---|
| Anurag Sharma | Please stay connected. I have contacted the escalation team to review this issue. (Edited) |
| srinivas | Ok |
| | we lost access |
| | now we got it back |
| Anurag Sharma | Okay |
| | Please allow me few minutes. |
| | 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) if any further assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 M

#73923 Marty Jones
Email: client.services@amowc.com 📞 18133412600
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: TAMPA
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Di

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28

#74794 mike
Email: mike@backstoptax.com ☎ 6026867247
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

| | |
|-----------------|--|
| mike | Hello, I am your Acebuddy |
| Acebuddy | Hello Mike, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| mike | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| mike | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| mike | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| mike | Need help with making sure a site I access opens with Chrome and that setting are correct. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| 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? |
| mike | Hi Shubham |
| Shubham Kataria | Hello Mike |
| mike | Backstop Tax LLC mike@backstoptax.com |
| Shubham Kataria | Thank you for the information. |
| | Could you please confirm which site you would like to access from chrome |
| mike | Yes...it's a link after I open another application. It's supposed to be used with Chrome. Everything got reset on an earlier call today with Ace. I have everything back except that this issue isn't functioning correctly. |
| | And it opens with Internet Explorer, which I can't seem to fix |
| | https://workflow.cchaxcess.com/xcmv2/account/PartialLogin?ReturnUrl=%2Fxcmv2%2F |
| | Might help if you can see what happens. |
| Shubham Kataria | Basically, you want the link to open in Google Chrome whenever it's clicked, right? |
| | This message has been deleted |

| | | |
|--|-----------------|--|
| | mike | Yes, and hopefully it will work correctly. Normally I'm able to access the site and bring up a list of jobs. Now nothing shows up. |
| | Shubham Kataria | I will surely help you with this issue. |
| | | May I take the remote access of your server? |
| | mike | Please |
| | 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 putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | | Kindly close the application and open again |
| | | Thank you for your patience. |
| | | As per our remote conversation your issue has been resolved. |
| | | Is there anything else I may help you with ? |
| | mike | No, you've been incredibly helpful. Thank you. |
| | Shubham Kataria | You're welcome. We are here to assist you |
| | | 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. |
| | mike | Will do |
| | Shubham Kataria | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Shubham Kataria has ended this chat session

Chat Transcript

Visitor Details

29

#74832 harshad.b
Email: harshad.b@matchpointsolutions.com 📞 +917972189948
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: 2 Mins 51 Secs
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

Chat Duration :

| | |
|---------------|--|
| harshad.b | Hello, I am your Acebuddy |
| Acebuddy | Hello Harshad Bhandari, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| harshad.b | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| harshad.b | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| harshad.b | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| harshad.b | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| harshad.b | No access to QB |
| Acebuddy | 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> |
| harshad.b | Hi |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |

| | | |
|--|---------------|---|
| | | Harshad |
| | harshad.b | Not available to login to QB |
| | | Matchpoint Solutions |
| | | MPuser8 |
| | | this issue is for all users |
| | Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | | Kindly allow me two minutes to check the same. |
| | harshad.b | you guys need to access the QB and run the doctrine runner file |
| | Anurag Sharma | We will surely do the needful to resolve the issue. |
| | | May I take the remote access of your local computer? |
| | harshad.b | yes |
| | Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | harshad.b | all other files closed |
| | | send ur file |
| | Anurag Sharma | https://assist.acecloudhosting.com/join/4692306922 |
| | | Kindly paste this link in the browser of local computer and join the session. |
| | harshad.b | everything done |
| | Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | harshad.b | sure |
| | Anurag Sharma | The issue seems to be resolved now |
| | harshad.b | ty |
| | Anurag Sharma | Is there anything else I may help you with ? |
| | harshad.b | no |
| | 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 ticket number and survey feedback form. |
| | | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! |

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/>)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8

#73759 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
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: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 8

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

| | |
|------------|--|
| Fenil Shah | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Fenil Shah | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| Fenil Shah | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Fenil Shah | my atx24 is not working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Fenil Shah | ok |
| | <i>Gaurava Tyagi has not responded for the transfer request.</i> |
| | <i>Chat request was not picked up by the operators</i> |
| | my atx24 is not working |

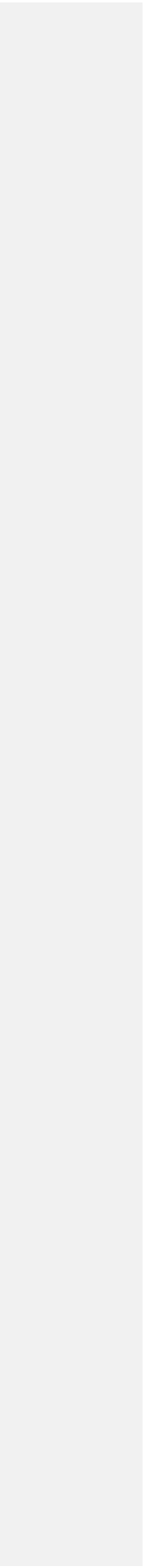
Chat Transcript

Hello, I am your Acebuddy

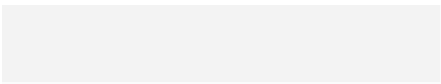
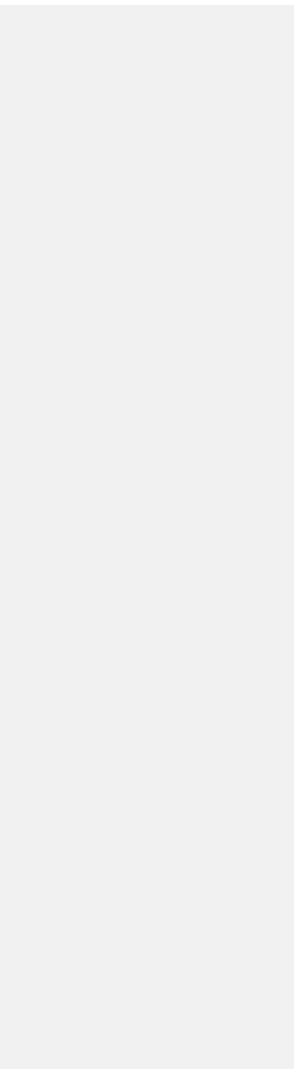
Visitor Details ----- 19 Mar, 1

#74381 Berish Lefkowitz
Email: berish@healthdirectny.com ☎ 13473946032
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 6 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

| | | |
|------------------|--|------|
| Berish Lefkowitz | Hello, I am your Acebuddy | 19 M |
| Acebuddy | Hello Berish, I'm your Ace Buddy. I'll be happy to assist you! | 1 |
| | Whom Would You Like to Connect With? | 1 |
| Berish Lefkowitz | Technical Support (QB & App Hosting) | 1 |
| Acebuddy | Welcome to Ace Support. | 1 |
| | Please chose an option : | 1 |
| Berish Lefkowitz | I'd like to raise a Request | 1 |
| Acebuddy | Please select your request type. | 1 |
| Berish Lefkowitz | Other Request | 1 |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 1 |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 1 |
| Berish Lefkowitz | Yes, I'm facing issues with my server | 1 |
| Acebuddy | Please select an option! | 1 |
| Berish Lefkowitz | Other Issue | 1 |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1 |
| Berish Lefkowitz | download | 1 |
| Acebuddy | Please wait while we connect you to a Support Representative | 1 |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1 |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 1 |
| Berish Lefkowitz | hello | 1 |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 1 |
| Berish Lefkowitz | great | 1 |
| | please help me download the sever | 1 |
| | server | 1 |
| Ashutosh Mishra | I understand you want the RDP application to login on the server, is that correct? | 1 |
| Berish Lefkowitz | yes | 1 |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1 |



| | | |
|------------------|--|---|
| Berish Lefkowitz | health direct | 1 |
| | berish_hd | 1 |
| Ashutosh Mishra | Thanks for the confirmation ! | 1 |
| | I will share the RDP over the email. | 1 |
| | Is there anything else I may help you with ? | 1 |
| Berish Lefkowitz | yes | 1 |
| | i also need wholesome hardware | 1 |
| | akiva_wh | 1 |
| | im waiting fof the eamil | 1 |
| Ashutosh Mishra | Please elaborate on the concern so I can identify the issue and provide assistance. | 1 |
| Berish Lefkowitz | email | 1 |
| | i need two rdp | 1 |
| Ashutosh Mishra | The second RDP is for user Akiva_HD ? | 1 |
| Berish Lefkowitz | no,(WholesomeH.myrealdata.net) user Akiva_WH, | 1 |
| | pls send the email | 1 |
| Ashutosh Mishra | Sure, I can send the email once the chat ends. Please close the chat as after that the ticket will be generated and I will be able to email you. | 1 |
| | Rest assured within 15 minutes you will receive the requested RDP. | 1 |
| Berish Lefkowitz | you can take control of my screen | 1 |
| | are you there? | 1 |
| Ashutosh Mishra | May i know if you were facing any issue with the server for which you want to start a remote session? | 1 |
| Berish Lefkowitz | i will show you when its downloaded | 1 |
| | lets do it fast ,please | 1 |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 1 |
| Berish Lefkowitz | k | 1 |
| | lets go | 1 |
| Ashutosh Mishra | I have sent invite for remote session on your email [berish@healthdirectny.com] (mailto:berish@healthdirectny.com) | 1 |
| | Please click on the link to join session. | 1 |
| | <i>The visitor's phone number was changed to 13476616808.</i> | 1 |
| | <i>The visitor's phone number was changed from 13476616808 to 13473946032.</i> | 1 |
| | | |



Closing the chat, As the issue is resolved over the remote session

1

Ashutosh Mishra has ended this chat session

1