

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#71865 Ishines

Email: ishines@rortax.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: 1 Min 34 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Ishines | I just got added as a user and I'm trying to figure out how to access the cloud |
| 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. |
| | Hello Ishine, could you please help me with your company name |
| Ishines | Ror Tax Professionals |
| Sharath Kumar | one moment please while I check your account details |
| Ishines | Okay |
| Sharath Kumar | In order to access the server, you will need the RDP file (connector), username and password |
| | Kindly confirm if you are missing any one of these |
| Ishines | I don't have the RDP file (connector) |
| Sharath Kumar | no worries, let me share it with you |
| Ishines | okay |
| Sharath Kumar | just bear with me for couple minutes to configure the file for you |
| Ishines | Okay |
| Sharath Kumar | Ishine try signing in now |
| | just use the password that you have, I filled the rest of the required fields. |
| <i>1:24:23 AM Sharath Kumar is sharing a file with you Ishine.S@myrealdata.net.zip - (Size:783 Bytes)</i> | |
| | are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72943 Larry Garcia

Email: larry@standardus.com  6302899500

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

City: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

| | |
|--------------|---------------------------------------------------------------------------------------------------------------------------|
| Larry Garcia | Hello, I am your Acebuddy |
| Acebuddy | Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Larry Garcia | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Larry Garcia | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Larry Garcia | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Larry Garcia | 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? |
| Larry Garcia | 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> |
| Larry Garcia | Please get remote into my computer. I can't get into QB. |
| | <i>Manish Singh is transferring the chat to Sharath Kumar.</i> |

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. |
| Larry Garcia | Please get remote into my computer. I can't get into QB. |
| Sharath Kumar | Hello Larry, just allow me a moment to quickly sign into the server |
| Larry Garcia | OK It takes longer to sign in everyday and QB kicks you out if more than 2 people are logged in. I can't sign in at all. Time is money. |
| Sharath Kumar | Thank you for your patience, Larry could you confirm that the server you are logged into is StandardIAAEI.myrealdatal.net |
| Larry Garcia | I don't know It sounds like it. You are the QB hosting company, you should know. |
| Sharath Kumar | I actually see multiple servers for your company. Assuming that the other is for testing purposes am signing into yours, just one more moment |
| Larry Garcia | I don't know Just do the remote in and you will see. |
| Sharath Kumar | Prior providing the access, I would suggest you to close any important documents at your end. |
| Larry Garcia | ok. I'm ready |
| Sharath Kumar | just sent the request to remote for user account LarryG_SI are we still connected here? |
| Larry Garcia | Where? You have always emailrd a link found it |
| Sharath Kumar | I see your screen now |
| Larry Garcia | Do you see what happened? |
| Sharath Kumar | yes, I did Could you let me know since when is this happening? could you put in your password once again |
| Larry Garcia | Today and rvry day. It takes 10 minutes to get into QB. Each user has to try multiple times. |
| Sharath Kumar | understood, I was checking the recent updates on QB from the server and found that one of the important updated were i I have seen other instances where updating the application correctly resolves this concern |

| | |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | If you could check with others and let me know an appropriate time to update the application, that will be really helpful |
| | it will hardly take 20-30 minutes top |
| Larry Garcia | Same time frames. So are you going to do now? |
| | Update that is. |
| Sharath Kumar | I see you and Xenna are currently logged into the server, if you could ask Xenna to logoff for 30 minutes then, yes, I can update it. I will keep you posted via email as soon as it is done |
| Larry Garcia | OK. I will sign off then tell Xenna to log off too. Please email me when it's completed. larry@standardus.com |
| Sharath Kumar | absolutely. anything else that I can 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 copy of the transcript. |
| | 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 cooperation. |
| | 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 AI Assistant.

Visitor Details

#72710 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

| | |
|------------|-------------------------------------------------------------|
| 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 | Setback |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |

tax has ended this chat session

Chat Trans:

Hello, I am your A

Visitor Details

#72223 Keith Keith Wolff

Email: keith@postranchinn.com **Phone:** 13106258184

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|----------------|-------------------------------------------------------------------------------------------------------|
| Keith Wolff | Hello, I am your Acebuddy |
| Acebuddy | Hello Kwolff, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Keith Wolff | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Keith Wolff | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Keith Wolff | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Keith Wolff | One Drive would not open - can you please assist or reboot to see if that fixes it |
| 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 kwolff |
| Keith Wolff | Can you please reboot my computer - onedrive is not working |
| Shashwat Verma | Sure |
| Keith Wolff | not sure how to launch the app |
| Shashwat Verma | I will surely help you with this issue. |
| Keith Wolff | can you try to launch the app - how do I do this? |
| Shashwat Verma | Shall I first proceed with reboot or check that at your end? |
| Keith Wolff | ok to reboot |
| | do you need me to logout? |
| Shashwat Verma | No, will do by my side,Kindly allow me 2 mins to do the same. |
| Keith Wolff | thank you |
| Shashwat Verma | Kindly allow me two minutes to check the same. |
| | We have rebooted the server, kindly try to login and try to launch the application. |
| | 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)

Shashwat Verma has ended this chat session

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#72636 vsama

Email: vicki.sama@cleanthebooks.com  18563979031

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: LEWES

State: Delaware

Country: UNITED STATES

Chat Transcript

vsama Hello, I am your Acebuddy

Acebuddy Hello Vicki Sama, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

vsama Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

vsama I'd like to report an Issue

Acebuddy Please select an option!

| | |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| vsama | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| vsama | Ticket ID: 641640 No one called me about this on Friday evening. I need to change my email to reset a password. |
| 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 Vicki |
| vsama | Hi Shashwat. No one contacted me about ticket 641640 |
| Shashwat Verma | Kindly allow me two minutes to check the same. I deeply apologize for the inconvenience caused to you. |
| vsama | thank you. Can we please clear this up now? my email address is not vsama@cleanthebooks.com. That address does not exist. My email address is vicki.sama@cleant |
| Shashwat Verma | Vicki, I am very sorry for the situation you faced but the email address change process is taken care of by another team, i |
| vsama | And when can I expect it to be resolved? I need to get into the system tomorrow |
| Shashwat Verma | Let me check from the team Kindly allow me two minutes to check the same. |
| vsama | yes thank yo |
| Shashwat Verma | Vicki, I have discussed the case with concerned team and found this case got missed by them and they really apologize fo for POC email change procedure. |
| vsama | thank you |
| Shashwat Verma | Is there anything else I may help you with ? |
| vsama | i appreciate your help. Nope. I just need to get in! Thank you |
| Shashwat Verma | Thanks for understanding and I personally apologized for the situation, you have been through. Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Ace Support Buddy.

Visitor Details

#72174 Cordi Brewer

Email: coverpro.cordi@gmail.com **Phone:** 8056464232

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: OJAI

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72327 Colleen Yarbrough

Email: colleen.yarbrough@solonamerica.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: TUCSON

State: Arizona

Country: UNITED STATES

Chat Transcript

| | |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Colleen Yarbrough | Hello, I am your Acebuddy |
| Acebuddy | Hello Colleen Yarbrough, I'm your Ace Buddy. I'll be happy to assist you! |
| Whom Would You Like to Connect With? | |
| As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the | |

Ended due to chat idle timeout

Chat Trans

Visitor Details

#72018 natasha

Email: natasha@nptasolutions.com ☎ 9288996926

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: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#71857 pam

Email: pam@elevated-accounting.com  8282831232

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: 21 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

pam Hello, I am your Acebuddy

Acebuddy Hello Pamela Leal, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Visitor updated the visitor Phone Number as 8282831232.

pam Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

pam I'd like to report an Issue

Acebuddy Please select an option!

pam Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support representative!

pam This is been an ongoing problem. My data from Fixed Asset manager did not carry over

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

| | |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Pamela |
| pam | Hi |
| | I have contacted support several times over this issue, I need this resolved ASAP |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. Kindly allow me two minutes to check the same. Could you please elaborate your issue? |
| pam | I asked for the program to be installed, it was, but none of my data from 2023 carried over |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. May I take the remote access of your server? |
| pam | yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| pam | 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. |
| pam | back on the server |
| Anurag Sharma | Okay, please accept the remote session request again. Please stay connected. |
| pam | i AM HERE |
| Anurag Sharma | Pam, you must have observed. I tried my best to help you out with the issue. |
| pam | You are not going to the correct places. I just do not understand that you can not support |
| Anurag Sharma | But, it seems like an application specific issue. And I would suggest you to kindly contact the application support. They can help you with this issue. |
| pam | who is application support? |
| Anurag Sharma | I am so sorry, if I am doing something wrong. I am still on the remote session. Please guide me. Please contact the Fixed asset manager application support. As they have the expertise in it. Pam as discussed over the remote session. I am scheduling a re-installation of this application on the server. We will revert back to you once the issue is resolved. We hope re-installing the application will resolve this issue. Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |

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

Anurag Sharma has ended this chat session

Chat Transcription

Hello, I am your Acebuddy

Visitor Details

#72504 fazrin.firous

Email: fazrin.firous@mgvinc.com

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: 1 Min 1 Sec

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous Hello, I am your Acebuddy

Acebuddy Hello Fazrin Firous, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

fazrin.firous Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

fazrin.firous I'd like to report an Issue

Acebuddy Please select an option!

fazrin.firous Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support representative!

| | |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| fazrin.firous | my team and i are experiencing a lag on the cloud |
| 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. |
| fazrin.firous | sounds good. thanks! |
| Sharath Kumar | Hello Fazrin, could you please confirm since when you are experiencing this lag |
| fazrin.firous | since yesterday |
| Sharath Kumar | are you all working from the same network? |
| fazrin.firous | yes |
| | quickbooks is lagging too |
| Sharath Kumar | could you open this link on your remote desktop and share a screenshot of the result https://www.speedtest.net/ |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72182 milan bui

Email: mb@cochisecap.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: 1 Min 12 Secs

City: SIMI VALLEY

State: California

Country: UNITED STATES

Chat Transcript

| | |
|-----------|--------------------------------------------------------------------------------------------------------------------------|
| milan bui | Hello, I am your Acebuddy |
| Acebuddy | Hello Milan Bui, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| milan bui | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| milan bui | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| milan bui | Server Resource Addition |
| Acebuddy | Please select the resource type you'd like to add |
| milan bui | Setback |
| Acebuddy | Please select your request type. |
| milan bui | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| milan bui | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| milan bui | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| milan bui | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| milan bui | 635588 |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

| | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| milan bui | hi |
| | i have a support ticket already |
| | 635588 |
| | i'm having issues finding my company file in QB |
| | recently there was a server change |
| Sharath Kumar | Hi Mila, allow me a moment to check the ticket |
| milan bui | thanks |
| Sharath Kumar | Corodva and Mahlo are these the folders that you need access to? |
| milan bui | yes |
| Sharath Kumar | understood. It will take an hour or so but I will make sure that you get the access by today |
| milan bui | ok thank you |
| | can you shoot me an email once it's ready ? |
| Sharath Kumar | absolutely |
| milan bui | thank you |
| Sharath Kumar | my pleasure, anything else that i may assist you with? |
| milan bui | no |
| Sharath Kumar | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou |
| | 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 Trans

Hello, I am your A

Visitor Details

#72419 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com ☎ 7813781845

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|----------------|-------------------------------------------------------------------------------------------------------|
| Kerry Durkin | Hello, I am your Acebuddy |
| Acebuddy | Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kerry Durkin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kerry Durkin | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Kerry Durkin | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Kerry Durkin | very slow ace |
| 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 |
| Kerry Durkin | hello |
| Shashwat Verma | I will surely help you with this issue. |
| Kerry Durkin | Our entire company's Ace desktops have been extremely slow today |

we are all in different locations on different internets

it's not any one particular program

just the system in general

Shashwat Verma

Okay

Kindly allow me two minutes to check the same.

As we have checked everything is working fine from our side, can we have access of your local pc?

May I take the remote access of your local computer?

Kerry Durkin

I just don't have time to not be able to use my computer right now

the memory is at 82%

it's just all of our systems are incredibly slow and keep freezing

if it continues like this, we won't be able to work with ace anymore because this is unsustainable

can you remote onto my computer after 5pm

Shashwat Verma

I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this i

Can you please confirm the timezone? (Edited)

Kerry Durkin

EST

is it possibel that Ace just doesn't have the capacity to support the amount of file storage that we have?

Shashwat Verma

Looks like there is high usage of RAM by the users resulting in slowness of issue

we have noted your remote request for 5PM est

Kerry Durkin

can you add more ram

Shashwat Verma

Before taking that step, we need first check the Local pc settings, as RAM have cost per GB.

Kerry Durkin

ok

Shashwat Verma

Shall we schedule a call-back at 5pm EST?

Are we still connected here?

Kerry Durkin

yes

can you just remote on to check at that time

or do you nee dme

Shashwat Verma

We require your local Pc, hence we require you to give us the access of your local pc. (Edited)

Kerry Durkin

ok

Shashwat Verma

Okay, we are scheduling the call back for you.

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)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72006 jacob

Email: jacob@backstoptax.com

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: 50 Secs

City: BEAVERTON

State: Oregon

Country: UNITED STATES

Chat Transcript

jacob Hello, I am your Acebuddy

Acebuddy Hello Jacob, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

jacob Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jacob I'd like to report an Issue

Acebuddy Please select an option!

jacob

| | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| jacob | Connect to remote access was lost then I was kicked out to a windows screen and now I cannot log in |
| 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. |
| | Hello Jacob, could you please let me know your server name |
| jacob | backstop tax |
| Sharath Kumar | allow me a moment to sign into the server |
| | I am on the server and I see your session is currently disconnected |
| jacob | Yes I cannot reconnect |
| Sharath Kumar | I have now logged you out of the server, could you please try signing back in and let me know if the issue persists |
| jacob | I am not logged in .. thank you for your help |
| | now* |
| Sharath Kumar | Glad to hear that |
| | anything else that I may assist you with? |
| jacob | No 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 summary of our discussion. |
| | 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 cooperation. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <i>Sharath Kumar has ended this chat session</i> |

Chat Trans

Hello, I am your A

Visitor Details

#71864 steven

Email: steven@dejenetax.com

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: 43 Secs

City: BETHESDA

State: Virginia

Country: UNITED STATES

Chat Transcript

| | |
|---------------|-----------------------------------------------------------------------------------------------------------------------------|
| steven | Hello, I am your Acebuddy |
| Acebuddy | Hello Steven Novikoff, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| steven | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| steven | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| steven | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| steven | problem with adobe and outlook |
| 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. |
| steven | We have adobe Pro and they suggest I login and see if that works |
| Shubham Yadav | Steven when I checked adobe was already logged in with your credentials. |
| steven | well that's all I know. I was also told Ace is doing some things and that may be the reason |
| Shubham Yadav | Steven I understand your concern. As multiple users are already using the server. Adobe will be able to repair. For that we |

| | |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | this may be user specific issue. Hope you understand. |
| steven | Yes, maybe tonight when everyone is logged out. Thanks for trying |
| Shubham Yadav | Sure Steven . We will repair the adobe acrobat in night hours Also I want to inform you that your server's disk space is low in storage right now. This will affect the performance of the system. <i>1:09:17 AMShubham Yadav is sharing a file with you image.png - (Size:2.15 KB)</i> |
| steven | Does Anteneh know? |
| Shubham Yadav | Only 11% storage is free right now We will mention this after this chat ends on a mail to you and Anteneh 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) |

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#72357 dakota

Email: dakota@candleelitechicago.com  2245670994

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: EVANSTON

State: Indiana

Country: UNITED STATES

Chat Transcript

| | |
|----------|------------------------------------------------------------------------------------------------------------------------------|
| dakota | Hello, I am your Acebuddy |
| Acebuddy | Hello Dakota, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| | <i>Ended due to chat idle timeout</i> |

Chat Trans

Hello, I am your A

Visitor Details

#72261 martha

Email: martha@wootoncpa.com  14058505592

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: 32 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|------------------------------------------------------------------------------------------------------------------------------|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| martha | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| martha | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| martha | ATX-2024 needs a program update that I cannot install. |
| 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. |
| | Hi Martha, could you please help with your server name |
| martha | MarthaATX1 |
| Sharath Kumar | one moment please |
| | am signing into the server to update the application |
| martha | Thanks, do I need to log out? |
| Sharath Kumar | could you please close ATX for a while |
| | no need to logout, just close the application |
| martha | ATX is closed |
| Sharath Kumar | Thank you |
| | I will need a remote of your session |
| martha | OK |
| | I am on MarthaATX1 now, don't remember how you connect |
| Sharath Kumar | Actually, I just found the update. Don't think a remote session will be required |
| martha | OK |
| Sharath Kumar | could you confirm that you are using ATX 2024 |
| martha | Yes |
| Sharath Kumar | Alright, I have installed the update |
| martha | OK, let me try to login |
| Sharath Kumar | sure, please do |
| martha | I'm in - thanks, am I correct this will take care of MarthaATX2 and MarthaATX3? |
| Sharath Kumar | The update has to be installed on those servers manually. If you'd like I can get this scheduled for afterhours once the use |

| | |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| martha | Anytime today will work, no one else is online today. |
| Sharath Kumar | In that case, I will install the updates on those servers as well and will keep you informed via email |
| martha | Thanks for your help |
| Sharath Kumar | My pleasure. |
| | Is there anything else I may help you with ? |
| martha | Not today, have a good one. |
| 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 summary of our discussion. |
| | 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 cooperation. |
| | 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 AI Chatbot.

Visitor Details

#72099 janaka

Email: janaka@haranwatson.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: JAFFNA

State: Uturu Palata

Country: SRI LANKA

Chat Transcript

| | |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| janaka | Hello, I am your Acebuddy |
| Acebuddy | Hello Janaka, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| janaka | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| janaka | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| janaka | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| janaka | have to clean up the server |
| 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 Janaka |
| janaka | hi |
| Shashwat Verma | I will surely help you with this issue. |
| janaka | ok |
| Shashwat Verma | May I take the remote access of your local computer? |
| janaka | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/6082651041 |
| | Kindly Click on the link and open the downloaded file. |
| janaka | ok |
| 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 in the chat. |
| janaka | ok |
| Shashwat Verma | 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

Hello, I am your Acebuddy.

Visitor Details

#73196 Engle Services

Email: office@engleservices.com ☎ 12563691450

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 50 Secs

City: SYLACAUGA

State: Alabama

Country: UNITED STATES

Chat Transcript

| | |
|----------------|----------------------------------------------------------------------------------|
| Engle Services | Hello, I am your Acebuddy |
| Acebuddy | Hello Renae Prickett, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Engle Services | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Engle Services | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Engle Services | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Engle Services | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |

| | |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Engle Services | 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. |
| Engle Services | I would like to know where you are on repairs to the server. I have been told three times in the past week and a half has been useless for 6 days |
| | I can not operate a business without access to QB |
| | It was useable for a very short period yesterday and i was able to do a few things but when i tried to back it up it would not work |
| Manish Singh | I apologize for the trouble you've experienced. |
| | Kindly allow me two minutes to check the same. |
| | I have checked and this ticket is Escalated and with Escalation team |
| | Let me connect with them and arrange a callback as soon as possible. |
| Engle Services | I can not wait any longer. I was told you were setting everything up on a different server. I do not understand why this is taking so long |
| Manish Singh | As I can check we have clean installed QuickBooks and crowd strike to resolve the issue but as the issue persist, Escalation team will take care of it |
| Engle Services | ok |
| Manish Singh | Can you provide us with your contact number so that we can arrange a callback from Escalation team. |
| Engle Services | 256-369-1450 |
| Manish Singh | Let me arrange a callback. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | This message has been deleted |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| <i>Manish Singh has ended this chat session</i> | |

Chat Trans

Visitor Details

#72827 Claire Speake

Email: claire@sgwfresno.com  15593479965

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

| | |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Claire Speake | Hello, I am your Acebuddy |
| Acebuddy | Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you! |
| Whom Would You Like to Connect With? | |
| Claire Speake | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Claire Speake | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Claire Speake | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Claire Speake | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Claire Speake | I cannot run a report on QB because I do not have enough storage or Excel set up. I need help with setting that up |
| 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? |

| | |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Claire Speake | SGW My real data |
| | Daniel.T |
| Shubham Yadav | <p>Thank you for the information and allow 2 minutes to check the same.</p> <p>Claire as I can check a ticket #643661 is already running regarding your excel issue.</p> <p>We informed you to have excel and Ram as per the ticket.</p> |
| Claire Speake | I was not apart of that messaging myself yesterday, and I would like to move forward with setting up excel. I would like to space. |
| Shubham Yadav | <p>Thank you for the information and allow 2 minutes to check the same.</p> <p>Claire currently you have 7 users active : Tabitha Bogdanov, Daniel Tetuan, Owner_SG, Manager_SG, Sally Casaroli, Accounting_SG, Customer Service_SG</p> <p>Also we will be proceeding with adding excel for Daniel.</p> <p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur</p> <p>Also, the registered email for your account with us is : claire@sgwfresno.com (Edited)</p> <p>Claire are we still connected here?</p> |
| Claire Speake | <p>Yes, I am still here.</p> <p>I would only like to set up excel for now. I will go ahead and send the email</p> <p>as far as storage, the 'Sally' Log in will go away in the next week. So that should free up enough storage, correct?</p> |
| Shubham Yadav | <p>Alright Claire you can drop us an email stating provide excel 2016 for user Daniel @ \$5.99 per month.</p> <p>Claire you will still need at least 2 GB RAM on the server to balance the performance utilization.</p> <p>You can withdraw it when there are not enough users actively using the server.</p> |
| Claire Speake | <p>What is my storage at now, what is the next level of storage and how much will that cost to upgrade?</p> <p>How much added storage will removing "Sally" give me?</p> |
| Shubham Yadav | <p>Kindly allow me two minutes to check the same.</p> <p>Claire, you currently have 8 GB of RAM. If you'd like us to add an additional 2 GB, the cost will be \$40 per month for the e</p> <p>Additionally, removing the Sally user could improve performance by freeing up around 1 GB of RAM utilization , if the user</p> |
| Claire Speake | Ok, can you help me remove Sally ? |
| Shubham Yadav | <p>Claire you can remove the users using MY Portal.</p> <p>http://myportal.acecloudhosting.com/</p> <p>This is about the user removal request we received from you. Now you can Add / Remove users as well as reset their pass help you seamlessly complete this process. The attached document provides clear instructions on adding new users and i Please log in to https://myportal.acecloudhosting.com/login. Your username will be your CID68912. In case you forget you Please note that only registered account owner is allowed to perform the user's management activity through the user gu Please feel free to reach us if you need more assistance. You may contact us on our 24/7 helpline at 888-415-5240 (toll-fr</p> <p>Claire if you want me I will be sharing you a SOP over the mail.</p> |

| | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Claire Speake | Thank you |
| | Yes, please |
| Shubham Yadav | Yes Claire, please mail us for Excel addition and user removal over the mail. (Edited) |
| | We will sending you the SOP. |
| | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur |
| Claire Speake | Ok, will do |
| Shubham Yadav | Thank you. |
| | Also let us know about the RAM addition |
| | Claire are you there ? |
| Claire Speake | ok, thank you |
| | We can disconnect now ! |
| Shubham Yadav | Thanks for the confirmation |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shubham Yadav has ended this chat session

Chat Trans:

Hello, I am your A

Visitor Details

#72972 Dinesh Dulal

Email: admin@ctaxllc.com ☎ 14438159975

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: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

| | |
|---------------|--------------------------------------------------------------------------------------------------------------|
| Dinesh Dulal | Hello, I am your Acebuddy |
| Acebuddy | Hello Dinesh Dulal, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Dinesh Dulal | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Dinesh Dulal | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Dinesh Dulal | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Dinesh Dulal | need assistance of support |
| 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. |
| Dinesh Dulal | hi Sharath |
| Sharath Kumar | Hello Dinesh, how may I help you today |
| Dinesh Dulal | Please call me at 4438159975 |
| | i need your assistance urgently |
| Sharath Kumar | Dinesh, unfortunately calling option is something I do not have access to |
| | If you could let me know the issue or a ticket number for reference I can assist you remotely |
| Dinesh Dulal | what is this drama, customer agent me advise me to request a call. now you are telling me no calling option. |
| | who is right |
| | i need to talk with agent urgently |

| | |
|---------------|--------------------------------------------------------------------------------------------------------------------------|
| Sharath Kumar | I can provide you with our phone number, if you'd give them a call they will provide you with the appropriate assistance |
| Dinesh Dulal | send me contact info |
| Sharath Kumar | Sure sir, it is - 8884155240 |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73096 john

Email: john@claritymba.com  415.491.1099

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

| | |
|----------|--------------------------------------------------------------|
| john | Hello, I am your Acebuddy |
| Acebuddy | Hello John, I'm your Ace Buddy. I'll be happy to assist you! |

| | |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Whom Would You Like to Connect With? |
| john | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| john | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| john | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| john | re 646469 and many other tickets, the user session for user Admin_CMBA is frozen, please log off the user, thanks |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Tushar Pharswan accepted the chat transfer request.</i> |
| Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. Hello John. I have log off the user Admin_CMBA and regarding your ongoing issue the OS upgrade is in progress our escalation team i Are we still connected here? Are we still connected here? This message has been deleted Are we still connected here? Thank you for your understanding and patience regarding the matter. We will keep you informed of our progress and notif As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Tushar Pharswan has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72256 portlargooffice

Email: portlargooffice@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: KEY LARGO

State: Florida

Country: UNITED STATES

Chat Transcript

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

#72846 Gretchen Carol Reeves

Email: gr@skygroupacct.com ☎ 9706884829

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: 11 Secs

City: AVON

State: Colorado

Country: UNITED STATES

Chat Transcript

| | |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Gretchen Carol Reeves | Hello, I am your Acebuddy |
| Acebuddy | Hello Gretchen, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Gretchen Carol Reeves | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Gretchen Carol Reeves | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Gretchen Carol Reeves | Printer/Scanner Addition |
| Acebuddy | Please select your desired option : |
| Gretchen Carol Reeves | Printer Addition |
| Acebuddy | Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge base. |
| | Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers listed. |
| | Do you need any further assistance on the topic? |

| | |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gretchen Carol Reeves | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i> |
| Shubham Yadav | <i>Shubham Yadav accepted the chat transfer request.</i> |
| Gretchen Carol Reeves | 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? |
| Shubham Yadav | GCR Corp / Gretchen Thank you for the information and allow 2 minutes to check the same. |
| Gretchen Carol Reeves | Gretchen, could you please let me know if you would like to add the printer to the server? Well i have several print options from the server but I am having issues when printing to pdf and saving in the app |
| Shubham Yadav | May I take the remote access of your local computer? |
| Gretchen Carol Reeves | yes |
| Shubham Yadav | Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/6262584501 Kindly Click on the link and open the downloaded file. |
| | As per remote session you are now able to print and save as pdf. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Is there anything else I may help you with ? |
| Gretchen Carol Reeves | No |
| Shubham Yadav | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shubham Yadav has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#73092 Nilay Patel

Email: nilay@priorware.com ☎ 12294570732

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: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

| | |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Nilay Patel | Hello, I am your Acebuddy |
| Acebuddy | Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you! |
| Whom Would You Like to Connect With? | |
| As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the | |
| <i>Ended due to chat idle timeout</i> | |

Chat Trans

Hello, I am your A

Visitor Details

#72175 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 41 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---------------------------------------------------------------------------------------------------------------------------|
| David Weinstein | Hello, I am your Acebuddy |
| Acebuddy | Hello David, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| David Weinstein | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| David Weinstein | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| David Weinstein | Reboot your Server |
| Acebuddy | Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server rebo |
| | Do you need any further assistance on the topic? |
| David Weinstein | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| David Weinstein | the server is slow |
| | <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 David |
| David Weinstein | the server is slow |
| | anything to do to speed it up |
| Shashwat Verma | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |

| | |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| David Weinstein | we rebooted the other day |
| Shashwat Verma | Okay, let me check the statistics of your server. |
| David Weinstein | ok |
| Shashwat Verma | We can see your RAM utilization is very high <i>12:01:26 AM Shashwat Verma is sharing a file with you image.png - (Size:23.94 KB)</i> |
| | <i>12:03:55 AM Shashwat Verma is sharing a file with you image.png - (Size:15.4 KB)</i> |
| David Weinstein | all of a sudden it started working faster MY pc's are 3 years old, would that speed things up if I got new pc's? |
| Shashwat Verma | No I don't think so, as using virtual server means using resources of others. Okay, we have noted your request and will check from our side to find the reason of slownesss |
| | Is that more often or less often? |
| David Weinstein | thank you |
| Shashwat Verma | ? |
| David Weinstein | more often it feels sticky |
| Shashwat Verma | Okay We'll let you know on email. Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| David Weinstein | yes no nothing else |
| Shashwat Verma | Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#73070 Lorraine Barrella

Email: prestigeofbrevard@att.net 13215010654

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: ADAIRSVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

| | |
|-------------------|----------------------------------------------------------------------------------------------------------------------------|
| Lorraine Barrella | Hello, I am your Acebuddy |
| Acebuddy | Hello Lori Barrella, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Lorraine Barrella | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Lorraine Barrella | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Lorraine Barrella | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Lorraine Barrella | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Lorraine Barrella | Hello I am trying to make a back up copy of my company files for our CPA - I was able to back up one (however, it said the |

| | |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Acebuddy | Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>12:34:59 AM Lorraine Barrella is sharing a file with you</i> <u>1_Error Message RE Backup Space Available.jpg</u> - (Size:2.08 MB) |
| | <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 Lori |
| | <i>12:36:55 AM Lorraine Barrella is sharing a file with you</i> <u>1_Error for Copying Backup copy.jpg</u> - (Size:1.62 MB) |
| Lorraine Barrella | also as mentioned: when I did backup a company file - it said there was an error and that I had to rebuild the file - which I hello |
| 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? |
| Lorraine Barrella | sorry not sure of my server name but my user name is lorraineB.npro |
| Anurag Sharma | Okay Kindly allow me two minutes to check the same. |
| Lorraine Barrella | thank you |
| Anurag Sharma | Lori, it seems like you are facing difficulty in performing company file backup. |
| Lorraine Barrella | YES |
| Anurag Sharma | I would like to inform you that we do take regular back up of the server daily. So if you are concerned about any data loss. As the data with ACE is 100% safe. |
| Lorraine Barrella | NO perhaps you didn't fully read my issue: I need to send our cpa a back up copy - they have provided a link for me to att and why would I have to rebuild my company file? |
| Anurag Sharma | Lori, after checking the error you have shared. It seems like you need to upgrade your disk space so to perform this action Whereas, I would like to inform you that we can also provide you the backup of the requested file if you want. |
| Lorraine Barrella | sorry, so you mean the "space" for ACE my personal computer has PLENTY of space available - it is relatively new. sorry, do you mean the ACE space? and I need to be able to copy and save backups frequently - I should be able to do thi |
| Anurag Sharma | For sure you have enough space for working. But maybe the size of the file you are trying to backup is more than the spa |
| Lorraine Barrella | no that's not it please the ACE cloud said I don't have enough space - why is that? |
| Anurag Sharma | Lori, can I take the remote access of your server to understand your issue more better? (Edited) |
| Lorraine Barrella | and why did I get a message saying there was an error while backing it up then make me "rebuild" the file - if was being k yes but I am in the car and may lose my hotspot |

| | |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Anurag Sharma | Yes, you are correct here. I also want to figure out the real problem. Please allow me for remote session. |
| Lorraine Barrella | ok |
| Anurag Sharma | Okay, prior providing the access I would recommend you to please close any important documents on your end. |
| Lorraine Barrella | done |
| Anurag Sharma | Please accept the remote session request on the server's screen. |
| Lorraine Barrella | there isn't one just got it stand by |
| Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat. |
| Lorraine Barrella | noted, thank you are you still on? |
| Anurag Sharma | Yes, I am checking the issue from the backend. Please stay connected. |
| Lorraine Barrella | ok |
| Anurag Sharma | Yes Please confirm if the issue is now resolved. Are we still connected here? Are we still connected here? |
| Lorraine Barrella | yes i am checking on them now stand by |
| Anurag Sharma | Thanks for the confirmation ! Please let me know once you feel like issue is resolved. |
| Lorraine Barrella | ok I do have another question while I run this backup - I cannot email statements from my quickbooks? is this because I a |
| Anurag Sharma | I am sorry Lori but I don't think so that there should be any problem on sending email statements via quickbooks. You can check again. I don't feel like you will face the same issue now. |
| Lorraine Barrella | ok will continue to work on that on my end I am still waiting for a company file to finish backing up |
| Anurag Sharma | Yes, if you face any issues you can connect to us again. Okay, so do you want me to wait for this to be done ? or you will connect to us again if you face that issue again? |
| | According to me the issue should be now fixed. Are we still connected here? |
| Lorraine Barrella | yes also, to send emails I need to know what the server is they will be sent from |

| | |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | looks like I was able to get both company files backed up |
| | can you help about setting up emails |
| Anurag Sharma | It will be send from your account. |
| | Yes, I can surely help you with that too. |
| | May I take the remote access of your server? |
| Lorraine Barrella | yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| Lorraine Barrella | done |
| | I will need my assistant to help set up email I am currently traveling - thank you for your help |
| Anurag Sharma | Okay Lori. You will just need to enter your password over there and you will be good to go with that. |
| | Is there anything else I may help you with ? |
| Lorraine Barrella | no thank you.... |
| Anurag Sharma | 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 |
| | 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 appr |
| | 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 Transcription

Hello, I am your AI Assistant.

Visitor Details

#72512 fazrin.firous

Email: fazrin.firous@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous Hello, I am your Acebuddy

Sanyam Madan Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.

Sanyam Madan is transferring the chat to Yash Kalra.

Yash Kalra accepted the chat transfer request.

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

I will be surely assisting you with this. Kindly help me with your server name and user name?

Are we still connected here?

fazrin.firous yes

my apologies

are you there?

I am experiencing some lag on the cloud, and QBS

Yash Kalra Yes, we are still connected.

Fazrin, Have you checked your internet connection? Is it working properly? Let us know so we can assist you further!

fazrin.firous yes it is working

can you confirm if it is our internet

so i can talk to our network provider

Yash Kalra May I take remote access of your local computer to check the issue? This will help us diagnose and resolve the problem for you.

fazrin.firous sure,

Yash Kalra Prior providing the access, I would suggest you to close any important documents at your end.

Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/3742296049>

fazrin.firous others are having the same issue

Yash Kalra I believe we're still connected on the remote session. I can guide you through the steps to resolve the issue. Let's proceed.

fazrin.firous will it take much time?

| | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yash Kalra | No, it won't take much time. Alternatively, we can also send you the steps to resolve this issue. Let us know your preferer |
| fazrin.firous | can you please send me the steps. I'll help them out |
| Yash Kalra | Yes, after this chat we will send you send you the steps. Is there anything else I may help you with ? |
| fazrin.firous | no thanks for your time. I appreciate it! |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. |
| | 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 summary of our discussion. |
| | 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 cooperation. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#72558 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

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: 2 Mins 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | Application Version Upgrade |
| Acebuddy | Please select the application you would like to upgrade : |
| Fenil Shah | QuickBooks |
| Acebuddy | Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update. |
| | <ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code |
| | Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance. |
| | Do you need any further assistance on the topic? |
| Fenil Shah | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Fenil Shah | Hello , |
| | ? |
| | <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. |
| Fenil Shah | hello |
| | I was looking for qbd 2024 version update . Kindly Help me with that |
| | ? |
| Manish Singh | I will surely help you with this issue. |
| Fenil Shah | currently i am using 2023 i want to upgrade it to 2024 |
| Manish Singh | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further. |
| | Also, the registered email for your account with us. |
| Fenil Shah | |

Let me know how to do it and how much time will it require

require*

?

Manish Singh Provide us with license number and product code over the email so that we can proceed with the upgrade.

Fenil Shah okay sure

Manish Singh 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)

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#73200 Bhavin

Email: bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865

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: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Bhavin Hello, I am your Acebuddy

Acebuddy Hello Bhavin, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

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

Chat Transf

Hello, I am your A

Visitor Details

#72692 Rachel Rixon

Email: rachel.rixon@markstilescpa.com

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: 27 Secs

City: WADALA

State: Punjab

Country: INDIA

Chat Transcript

Rachel Rixon Hello, I am your Acebuddy

Acebuddy Hello Rachel Rixon, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Rachel Rixon VDI/DaaS Support

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Sushant accepted the chat transfer request.

Sushant Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today.

| | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | How may I help you |
| Rachel Rixon | Hi My problem is still persists |
| | Ticket ID: 641779 Issue: D drive access |
| Sushant | Can you please let me know your company name. |
| Rachel Rixon | Mark Stiles CPA |
| Sushant | Please wait while we connect you to our concern team. |
| | <i>Sushant is transferring the chat to Support(QB & App Hosting).</i> |
| Rachel Rixon | MARK A. STILES CPA, PLLC |
| | <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 Rachel |
| Rachel Rixon | Hi Anurag |
| | Could you please help to connect my Drake24 Login |
| 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? |
| Rachel Rixon | Oops |
| | My Bad |
| | I just check it and its working |
| | I will get back to you if problem arises |
| Anurag Sharma | I am glad to know that. |
| | Is there anything else I may help you with ? |
| Rachel Rixon | Thank you so much |
| Anurag Sharma | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri |
| | 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 Trans

Hello, I am your A

Visitor Details

#72521 Terry Minkler

Email: terry@hammillconsulting.com ☎ 19259444791

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|---------------|------------------------------------------------------------------------------------------------------|
| Terry Minkler | Hello, I am your Acebuddy |
| Acebuddy | Hello Terry Minkler, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Terry Minkler | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Terry Minkler | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Terry Minkler | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Terry Minkler | SLOW server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sanyam Madan accepted the chat transfer request.</i> |

| | |
|---------------|--------------------------------------------------------------------------------------------------------------------------|
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Terry Minkler | Hammill Consulting |
| | TerryMin |
| | Hammill.myrealdatal.net |
| Sanyam Madan | Thank you for the information and allow 2 minutes to check the same. |
| Terry Minkler | All of our users are experiencing significant lag time. |
| Sanyam Madan | This message has been deleted |
| | May I take the remote access of your local computer? |
| Terry Minkler | yes |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/1012261141 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | we successfully resolved your issue over the remote session |
| | 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) |

Sanyam Madan has ended this chat session

Chat Trans

I have access to my email now and v
Can you help me connect

Visitor Details

#72909 Wally Child

Email: wally.child.cpa@outlook.com **Phone:** 20285214192

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

Website: https://www.acecloudhosting.com/proseries-tax-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Tax_Software_Hosting&utm_term=&utm_adgroup=Dynamic_Tax&gad_source=1&gclid=Cj0

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: GARLAND

State: Utah

Country: UNITED STATES

Chat Transcript

Wally Child I have access to my email now and want to reset my password. Can you help me connect to the server ?

Dikshant Yadav Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.

Wally Child Can you help me connect to the server

Dikshant Yadav Kindly help me with your business name or the CID?

Wally Child CPPR

Dikshant Yadav is transferring the chat to Support(QB & App Hosting).

Can you help me?

Ankit Kumar accepted the chat transfer request.

Ankit Kumar Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.

Hello Wallace, How are you doing today ?

Wally Child Can you help me connect to the server

I am great how are you?

Ankit Kumar I will surely help you with this issue.

I am doing fine !! Thanks for asking.

Kindly allow me 1- 2 minutes, So that I can check your account details.

Thank you for your patience.

Kindly confirm if this is your username : Wally.C@myrealdatal.net ?

Wally Child Yes

Ankit Kumar Thanks for the confirmation !

Visitor updated the visitor's name from Wallace Child to Wally Child.

Wally Child Can you help me connect to the server?

Ankit Kumar Sure, May I know if you are getting any error while connecting?

Wally Child My Password is not working

Yes, I need to reset my password. It no longer works

| | |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ankit Kumar | <p>Wally, We see that you're already enrolled on Selfcare Portal.</p> <p>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <ol style="list-style-type: none">1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".2. Enter your Server Username.3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish. |
| Wally Child | Can you help me? |
| Ankit Kumar | Your user name is : Wally.C . |
| | May I take the remote access of your local computer? |
| | Wally, Are we still connected here? |
| | Are we still connected here? |
| Wally Child | Yes |
| | Yes you can take remote access. I just Reset the password |
| Ankit Kumar | Sure. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Wally Child | Okay Done |
| Ankit Kumar | https://assist.acecloudhosting.com/join/5552228576 |
| | Please click on the link for remote session. |
| Wally Child | It is now working and i won't need further assistance. |
| | Thank you for your Help |
| Ankit Kumar | Awesome! We are glad to hear that your issue has been resolved. (Edited) |
| | 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) |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Ankit Kumar has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72727 Pinny Rose

Email: wholesomehardware@gmail.com  7183446064

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: 23 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Pinny Rose | need default to be multi user |
| 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. |
| Pinny Rose | hi |
| Manish Singh | Hii Pinny |
| How may I assist you with? | |
| Pinny Rose | need default to be multi user |
| Manish Singh | May I take the remote access of your server? |
| Pinny Rose | 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 putting the chat. | |
| Kindly locate me to the file location. | |
| Pinny Rose | i dont know were it is |
| Manish Singh | Put the password please |
| Pinny Rose | ok is it done |
| Manish Singh | Yes |
| Pinny Rose | thanks |
| Manish Singh | It will always open in multi user mode. |
| Pinny Rose | k |
| Manish Singh | Kindly close and check again. |
| Is there anything else I may help you with ? | |
| Pinny Rose | 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 the message. |
| Thank you for choosing ACE cloud Hosting, you have a wonderful day. | |
| Pinny Rose | ok |
| Manish Singh | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. |
| I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. | |
| Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) | |

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72069 Gita Faust

Email: gita@fasttracconsulting.com  na

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 9 Secs

City: CHALFON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Gita Faust Hello, I am your Acebuddy

Acebuddy Hello Gita Faust Fast Track Accounting Services, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Gita Faust Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Gita Faust I'd like to report an Issue

Acebuddy Please select an option!

Gita Faust Other Issue

| | |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Gita Faust | I am frozen and cannot click on anything |
| 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. |
| Gita Faust | Hey Manish |
| | cid 73328 |
| Manish Singh | Hii Gita |
| Gita Faust | user max |
| Manish Singh | I will surely help you with this issue. |
| | Your account is associated with this CID73398 |
| Gita Faust | yes sorry |
| Manish Singh | Kindly allow me two minutes to check the same. |
| | Okay, Is this the first time you are facing this issue and is the issue faced by other users too? |
| Gita Faust | I got someone on the phone. Thanks. |
| Manish Singh | Kindly ask user MAX to login once now. (Edited) |
| | As you are connected with Saurabh Surana over the call disconnecting this session now. |
| | 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 |

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#71902 FlatworldTax

Email: flatworldtax@silversfs.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FlatworldTax | Hello, I am your Acebuddy |
| Acebuddy | Hello Flatworldtax, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| FlatworldTax | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Himanshu accepted the chat transfer request.</i> |
| Himanshu | Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you. |
| | Hello flatworld, Are we connected ? |
| FlatworldTax | Hello, Issue: Two factor verification The ticket has already been raised But we were unable to connect due to some timings issue |
| Himanshu | Sorry for the inconvenience you faced, connecting this chat with the respected team. |
| | <i>Himanshu is transferring the chat to Support(QB & App Hosting).</i> |
| FlatworldTax | The Ticket is 633232 |
| | <i>Tushar Pharswan accepted the chat transfer request.</i> |
| Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. Kindly allow me two minutes to check the same. |
| FlatworldTax | Sure! |
| Tushar Pharswan | A call back is scheduled for this ticket you will receive a call soon. |
| FlatworldTax | Okay. |

| | |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tushar Pharswan | Have you received the call? |
| FlatworldTax | Yes |
| Tushar Pharswan | Okay. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Tushar Pharswan has ended this chat session

Chat Transcription

Hello, I am your Acebuddy

Visitor Details

#72724 Yammy Rohena

Email: yammy@revconlogistics.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NASHUA

State: New Hampshire

Country: UNITED STATES

Chat Transcript

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

| | |
|--------------|------------------------------------------------------------------------------------------------------------------------------|
| Yammy Rohena | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| | 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 Transcription

Hello, I am your Acebuddy

Visitor Details

#73055 Debra

Email: wells_propane@outlook.com  979-848-9634

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: 1 Min 40 Secs

City: LEAGUE CITY

State: Texas

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---------------------------------------------------------------------------------------------------------------------------|
| Acebuddy | Please select an option! |
| Debra | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Debra | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |
| Debra | 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. |
| Debra | thank you |
| | I'm not able to log into my company. |
| | Error message: Updating QB |
| Sharath Kumar | Got it, I am on the server and checking the same, could you please let me know the QuickBooks version that you are curr |
| Debra | Desktop Pro 2023 |
| Sharath Kumar | Working on it, please bear with me for a few minutes |
| | Almost there, just a couple more minutes |
| Debra | okay |
| Sharath Kumar | Thank you for your patience. |
| | Could you please try launching the application again |
| Debra | okay |
| | I'm in. Thank you. |
| Sharath Kumar | glad to hear that |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| Debra | No that is all. Thank you very much for your quick response. |
| | Good day |
| Sharath Kumar | You're welcome, Debra and I wish you the same. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |

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 Transcription

Hello, I am your Acebuddy

Visitor Details

#72247 Jack Mowreader

Email: sysadmin@a-rsolar.com  12068801145

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: PUYALLUP

State: Washington

Country: UNITED STATES

Chat Transcript

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

| | |
|----------------|------------------------------------------------------------------------------------------------------------------------------------|
| Jack Mowreader | Change in Users |
| Acebuddy | Please select your desired option! |
| Jack Mowreader | User Replacement |
| Acebuddy | Kindly email us at support@acecloudhosting.com from your registered email address mentioning the existing username to be replaced. |
| | 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. |
| | <i>Ended due to chat idle timeout</i> |

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#71842 Colleen tilp

Email: customerservice@rvlandscape.com  16234650061

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: 1 Min

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

| | |
|--------------|--------------------------------------------------------------------------------------------------------------------------|
| | Please chose an option : |
| Colleen tilp | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Colleen tilp | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Colleen tilp | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| Colleen tilp | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Colleen tilp | I can't login to the server, over 10 times I've tried |
| 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. |
| | Hi Colleen, could you please help me with the server name that you are signing into |
| Colleen tilp | RVLandscape.myrealdta |
| Sharath Kumar | Thank you for that information |
| | and is this the username that you are signing into the account with? myrealdta\ColleenT.pro1 |
| Colleen tilp | I guess? it says myrealdta\ColleenT |
| Sharath Kumar | My apologies, I was looking at the wrong account. |
| | I see your account now and it is active and enabled. |
| | With the right credentials you should be able to sign into the server |
| Colleen tilp | I know I should. |
| Sharath Kumar | what is the error message that you receive while signing in? |
| Colleen tilp | hold on I just tried again |
| | remote access is not enabled, the remote computer is turned off, the remote computer is not abailable on the network |
| Sharath Kumar | The server is up and running, I don't see any other users logged into it right now |
| Colleen tilp | What do you want me to do |
| Sharath Kumar | reopen the RDP connector, and delete the saved credentials |
| | then try again |

| | |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Colleen tilp | nothing is saved, I type it in every time |
| Sharath Kumar | that is strange, when was the last time that you were able to access the server? |
| Colleen tilp | last week |
| | this happens all the time |
| | no that didn't work |
| Sharath Kumar | allow me a moment, am checking the permissions on the server |
| | everything on the server also seems to be appropriate |
| | but let me restart the server and let's see if that resolves your concern |
| | I have just restarted the server, try the sign in again in 2 minutes |
| Colleen tilp | ok |
| Sharath Kumar | you may sign in now |
| | and let me know the result |
| Colleen tilp | no same error |
| Sharath Kumar | sorry to hear that it didn't work. Is it possible to provide a remote session of your computer? |
| Colleen tilp | yes |
| Sharath Kumar | Thank you, let me send you the link. Prior providing the access, I would suggest you to close any important documents at your end. |
| Colleen tilp | im ready |
| Sharath Kumar | https://assist.acecloudhosting.com/join/8782097312 |
| | Colleen, I will send you an email shortly. Please let me know if you were able to sign in after restarting your computer |
| Colleen tilp | ok thank I will |
| | H0lyCr0ss96 |
| Sharath Kumar | anything else that I may assist you with? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72756 nicole

Email: nicole@onestepre.com 17604685770

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: 59 Secs

City: CANCUN

State: Quintana Roo

Country: MEXICO

Chat Transcript

| | |
|----------|------------------------------------------------------------------------------------------------------|
| nicole | Hello, I am your Acebuddy |
| Acebuddy | Hello Nicole Garnes, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| nicole | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| nicole | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| nicole | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| nicole | I am not able to login |
| 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> |
| | <i>Anurag Sharma is transferring the chat to Ashutosh.</i> |

Ashutosh accepted the chat transfer request.

| | |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ashutosh | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today. |
| nicole | hello |
| | I am trying to sign in to QB's desktop and it says my file is not valid |
| Ashutosh | I will surely help you with this issue. |
| nicole | thank you |
| | do you need the license number? |
| Ashutosh | May I take the remote access of your server? |
| nicole | yes |
| Ashutosh | Kindly login on the server so i can take remote session |
| nicole | donde |
| | done |
| | <i>11:41:32 PM nicole is sharing a file with you image.png - (Size:4.99 KB)</i> |
| Ashutosh | I see there are two users on the server that is Debbie and Nicole however i cannot see any of the users logged in on the s |
| nicole | I have not been able to access the server |
| | it gives an error |
| Ashutosh | Nicole, this will require us to work on your local computer. Would it be okay if we schedule a callback for quick assistance. |
| nicole | yes |
| | 951-708-6017 |
| Ashutosh | Nicole, are you available in the next 20-30 minutes for assistance over the phone. |
| nicole | yes please |
| | and call the number I just provided |
| Ashutosh | Nicole, i assure you will get callback in next 20-30 minutes. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| nicole | thank you |

Ashutosh has ended this chat session

Chat Trans

Hello

Visitor Details

#72819 Fenil Shah

Email: tax@sktaxaddison.com 8473508121

Department: Support(QB & App Hosting)

Operator:

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fenil Shah | Hello |
| Vatsal | Thank you for contacting ACE. My name is Vatsal. I will be assisting you further. |
| Fenil Shah | Want update on my ticket number 643360 also told you guys that one folder got deleted i cant see that being restored. i was told that it will get done by 7 pm ist bu |
| Vatsal | Het, I'll be transferring the chat to the support team. They'll be assisting you further/ <i>Vatsal is transferring the chat to Support(QB & App Hosting).</i> |
| Fenil Shah | okay sure <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. |
| Fenil Shah | Want update on my ticket number 643360 also told you guys that one folder got deleted i cant see that being restored. i was told that it will get done by 7 pm ist bu |
| Sharath Kumar | Hello again, Het. Apologies for getting disconnected on our previous chat |

| | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fenil Shah | no worries , my net was unstable |
| Sharath Kumar | So my colleague tried upgrading QuickBooks but he got this error message that serial number and license number were invalid <i>10:10:30 PM Sharath Kumar is sharing a file with you</i> <u>image.png</u> - (Size:40.33 KB) |
| Fenil Shah | but i have this in my system can you check for 757 611? |
| Sharath Kumar | yes, we tried that as well and got the same error <i>10:12:34 PM Sharath Kumar is sharing a file with you</i> <u>image.png</u> - (Size:40.73 KB) |
| Fenil Shah | thats all like in my quickbooks too its showing 757611 |
| Sharath Kumar | we also tried this in couple of servers to make sure that it was not due to particular server |
| Fenil Shah | what about this? okay no worries |
| Sharath Kumar | sow about the folder restore, is there another ticket for that or is it the same ticket ID |
| Fenil Shah | same i guess pls make sure that thats done asap |
| Sharath Kumar | is it for the Darshak folder? |
| Fenil Shah | yes |
| Sharath Kumar | Sir, we required an email request from you for this which we never got if you could send one now, I can make sure that it gets done at the earliest |
| Fenil Shah | okay i will send it , what else is left on my part, and what should i mention in that ? |
| Sharath Kumar | Sure, let me help you with that. 1. For QB upgrade, I would suggest reaching out to the Intuit support to confirm your serial number and product number |
| Fenil Shah | yes sure not that for the folder one thing |
| Sharath Kumar | 1. for the folder restore, send an email to support@acecloudhosting.com. Please provide the following details to help with the restoration: Folder Name: The name of the folder you want to restore. Folder Location: The path where the folder was located. Last Accessed Date and Time: The date and time when you last accessed the folder. |
| Fenil Shah | done mail sent |

thanks

Sharath Kumar ok great

Is there anything else I may help you with ?

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

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

Sharath Kumar has ended this chat session

Chat Transcription

Hello, I am your Acebuddy

Visitor Details

#72242 Amy Strong

Email: strongbookkeepers@gmail.com **Phone:** 12172594792

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 33 Secs

City: BROADLANDS

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Please chose an option :

| | |
|--------------|-----------------------------------------------------------------------------------------------------------------------|
| Amy Strong | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Amy Strong | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Amy Strong | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick wa |
| | Was that helpful? |
| Amy Strong | No |
| Acebuddy | No issues, please wait while I connect you to one our |
| | <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 |
| Amy Strong | Good morning. |
| | I was having an issue with QB23 not closing and 24 no unfreeze. However QB24 will still not open. Any sugge |
| Manish Singh | I will surely help you with this issue. |
| | Kindly try to access QB now. |
| Amy Strong | I click on it and get the spinning wheel for about 5 sec |
| Manish Singh | Need to reboot the server once. |
| Amy Strong | ok. I will get out. |
| Manish Singh | Kindly try to access now. |
| Amy Strong | That seems to have worked! Thank you! |
| Manish Singh | Is there anything else I may help you with ? |
| Amy Strong | Nothing right now. Thank you for your help! |
| Manish Singh | I would greatly appreciate if you could spare a minute smileys at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have : |
| | You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey t |
| | I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your Thanks! |

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

For self-help, check out our Knowledge Base (<https://v>

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72872 Nilay Patel

Email: nilay@priorware.com ☎ 12294570732

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 46 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--------------------------------------------------------------|
| Nilay Patel | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Nilay Patel | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick wa |
| | Was that helpful? |
| Nilay Patel | No |
| Acebuddy | No issues, please wait while I connect you to one our |
| | <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 |
| | Could you please let me know the server name that y |
| Nilay Patel | we have only one server |
| | this is Nilay from Priorware Solutions |
| | Ticket ID: 622448 |
| Sharath Kumar | one moment while I look into the ticket |
| Nilay Patel | all my users are facing issue with only quickbooks |
| | rest all are working fine in RDP |
| | ?? |
| Sharath Kumar | Thank you for your patience, Nilay. Your ticket is with this |
| Nilay Patel | what is going on ? any update ? |
| | but I am facing issue right now |
| | all users are waiting |
| Sharath Kumar | They are working on figuring out a resolution and will |
| Nilay Patel | also your number is not working |
| | for tech support |
| | please fix that as well |
| Sharath Kumar | We are rebooting your server as a temporary fix |
| Nilay Patel | is it done |
| | ? |
| Sharath Kumar | still pending, 2 more minutes (Edited) |
| Nilay Patel | ? |

| | |
|---------------|----------------------------------------------------------------------------------------------------------------|
| | done ? |
| Sharath Kumar | yes, it is up now |
| | could you sign in and let me know if you are able to la |
| | Are we still connected here? |
| | could you please let me know when will be an approp |
| | As there was no response, we are disconnecting the c (1-888-415-5240) if any further assistance is required |
| | Thank you for choosing ACE cloud Hosting, you have a |

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72477 Liz Reitz

Email: lr@southernheritageinteriors.com  (919) 524-5264

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: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------|-------------------------------------------------------------------------------------|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Liz Reitz | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Liz Reitz | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Liz Reitz | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick wa |
| | Was that helpful? |
| | As we haven't got any response from your end, We ar Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#72291 mindy.bandiera

Email: mindy.bandiera@gmail.com

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: 11 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

| | |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>mindy.bandiera</p> | <p>Hello, I am your Acebuddy</p> |
| <p>Acebuddy</p> | <p>Hello Mindy Bandiera, I'm your Ace Buddy. I'll be happy to help you with anything you need.</p> |
| | <p>Whom Would You Like to Connect With?</p> |
| <p>mindy.bandiera</p> | <p>Technical Support (QB & App Hosting)</p> |
| <p>Acebuddy</p> | <p>Welcome to Ace Support.</p> |
| | <p>Please chose an option :</p> |
| <p>mindy.bandiera</p> | <p>I'd like to report an Issue</p> |
| <p>Acebuddy</p> | <p>Please select an option!</p> |
| <p>mindy.bandiera</p> | <p>Other Issue</p> |
| <p>Acebuddy</p> | <p>Please specify the issue you are facing before I connect you to the support representative.</p> |
| <p>mindy.bandiera</p> | <p>I cannot connect to the cloud server</p> |
| <p>Acebuddy</p> | <p>Please wait while we connect you to a Support Representative.</p> |
| | <p><i>Acebuddy (bot) forwarded the chat request</i></p> |
| | <p><i>Testing declined the transfer request.</i></p> |
| | <p><i>Manish Singh accepted the chat transfer request.</i></p> |
| <p>Manish Singh</p> | <p>Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.</p> |
| | <p>I will surely help you with this issue.</p> |
| <p>mindy.bandiera</p> | <p>It seems like I am rarely able to connect anymore, and I am getting error messages.</p> |
| <p>Manish Singh</p> | <p>I will be surely assisting you with this.</p> |
| | <p>May I take the remote access of your local computer?</p> |
| <p>mindy.bandiera</p> | <p>yes</p> |
| <p>Manish Singh</p> | <p>https://assist.acecloudhosting.com/join/3132198802</p> |
| | <p>Prior providing the access, I would suggest you to close this chat.</p> |
| | <p>We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not give your confirmation on this chat.</p> |
| <p>mindy.bandiera</p> | <p>ok</p> |
| <p>Manish Singh</p> | <p>Is there anything else I may help you with ?</p> |
| <p>mindy.bandadera</p> | <p>I am good for now. Thank you</p> |
| <p>Manish Singh</p> | <p>I would greatly appreciate if you could spare a minute to smileys at the end of this chat.</p> |
| | <p>Thank you for choosing ACE cloud Hosting, you have a great day.</p> |
| | <p>You may end this chat now. Once you end this chat, you will receive a summary of our conversation.</p> |

conversation, along with a ticket number and survey 1

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

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

For self-help, check out our Knowledge Base (<https://v>

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72697 dakota

Email: dakota@candleelitechicago.com ☎ 2245670994

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: 2 Mins 53 Secs

City: WOODSTOCK

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|------------------------------------------------------------------------------------------------------------|
| | Welcome to Ace Support. |
| | Please chose an option : |
| dakota | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| dakota | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link or Operating System |
| dakota | Microsoft Windows |
| Acebuddy | Please Click on the below link and use the "RDP Gene on your Windows PC |
| | Do you need any further assistance on the topic? |
| dakota | Yes |
| Acebuddy | Please wait while we connect you to our Support Repr |
| | <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 |
| | Hello Dakota |
| dakota | hello |
| | i was added to my bosses account so I can start using desktop but when i go to quickbooks none of our comp |
| | I also want to add the remote desktop to my main de |
| Anurag Sharma | I deeply apologize for the inconvenience caused to yo |
| | I will be surely assisting you with this. Kindly help me |
| dakota | how do I know what the server name is? |
| Anurag Sharma | You can find that in your invoice. |
| dakota | candleelite.myrealdatal.net |
| | Dakota.G |
| Anurag Sharma | Thanks for the confirmation ! |
| | Kindly allow me 3-4 minutes to check the same. |
| dakota | ok |
| Anurag Sharma | Thank you for your patience. |
| | May I take the remote access of your local computer? |
| dakota | yes |

| | |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Anurag Sharma | Prior providing the access, I would suggest you to close this session. |
| dakota | all set |
| Anurag Sharma | https://assist.acecloudhosting.com/join/4562233972 |
| | Kindly paste this link in the browser of local computer |
| | We are connected on the remote session and will proceed with the task. At the same time, I am putting the chat on hold, please do not give your confirmation on this chat. |
| dakota | ok |
| Anurag Sharma | The issue seems to be resolved. |
| | Is there anything else I may help you with ? |
| dakota | i dont think so |
| Anurag Sharma | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to end this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a great day ahead. |
| | You may end this chat now. Once you end this chat, you can always start a new conversation, along with a ticket number and survey ID. |
| | I request you to kindly spare a moment to fill that out before you end this chat. It will help us to understand your working. I will appreciate that. or you may send your feedback directly to support@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on our self-care portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://knowledgebase.acecloudhosting.com). |
| dakota | thats fine |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#72230 Ravi

Email: ravi.minhas@cogneesol.com

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: LAJPAT NAGAR

State: Delhi

Country: INDIA

Chat Transcript

| | |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Ravi | 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 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ravi | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Ravi | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com and our technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, let me know. |
| Ravi | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| Ravi | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a support representative. |
| Ravi | We are unable to start tic tie calculate in safesend software. |
| Acebuddy | Please wait while we connect you to a Support Representative. |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Varun Bisht accepted the chat transfer request.</i> | |

Varun Bisht is transferring the chat to Rohit Kumar.

Rohit Kumar accepted the chat transfer request.

| | |
|-------------|-------------------------------------------------------------------------------------|
| Rohit Kumar | Thank you for contacting Ace Cloud Hosting. My name |
| Ravi | We are unable to start tic tie calculate in safesend sof |
| Rohit Kumar | Alright. I am so sorry for the inconvenience. |
| | Allow mw 2-3 minutes as I will access the server. |
| | May I confirm your user name? |
| | Are we connected? |
| Ravi | Username:- myrealdata\Cogneesol2_New |
| Rohit Kumar | Please allow me the remote access of your screen. |
| | Prior providing the access, I would suggest you to clos |
| | Are we connected? |
| Ravi | ok |
| Rohit Kumar | I am requesting access to your screen |
| Ravi | you can take remote |
| Rohit Kumar | Please allow me the access |
| Ravi | sure |
| | share the link with me |
| Rohit Kumar | check the server screen please |
| | you are facing issues on the server right? |
| Ravi | yes |
| Rohit Kumar | Please allow access I have alkreadt requested it 4-5 ti |
| Ravi | done |
| Rohit Kumar | Please stay connect on chat while I check the details . |
| | Are we connected? |
| | As we haven't got any response from your end, We ar Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#72336 shari

Email: shari@jkservicesinc.com 18054079440

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: 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|--------------------------------------------------|-------------------------------------------------------------------------------------------|
| shari | Hello, I am your Acebuddy |
| Acebuddy | Hello Shari, I'm your Ace Buddy. I'll be happy to assist you. |
| Whom Would You Like to Connect With? | |
| shari | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| shari | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| shari | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| shari | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to a support representative. |
| shari | I have a critical update in a file that has not been able to be applied. |
| Acebuddy | Please wait while we connect you to a Support Representative. |
| <i>Acebuddy (bot) forwarded the chat request</i> | |

Shubham Yadav accepted the chat transfer request.

Shubham Yadav

Thank you for contacting Ace Cloud Hosting. My name

I will be surely assisting you with this. Kindly help me

shari

blueisle-drake

shari

or sbray

Shubham Yadav

Thank you for the information and allow 2 minutes to

Shari can you please let me know which file are you r

shari

can you remote into my computer and I can show you

Shubham Yadav

Sure shari

Prior providing the access, I would suggest you to clos

shari

understood

Shubham Yadav

<https://assist.acecloudhosting.com/join/8432973464>

Kindly Click on the link and open the downloaded file.

shari

did we get disconnected

Shubham Yadav

Shari still 3 users are there ?

shari

they are not in quickbooks

do they need to show off the server connection

Shubham Yadav

Shari it's better if they log out for smooth update

shari

I am connected to this chat on the server so if I shut r

Shubham Yadav

Alright let me try to update

Shubham Yadav

Shari QB is updating

shari

thank you

Shubham Yadav

Yes please wait for a moment

Shubham Yadav

Shari it's updated

Shubham Yadav

Shari are you there ?

shari

yes

Shubham Yadav

great let me log in and check

Shubham Yadav

Sure

Shubham Yadav

it is giving me an error saying a credit update is waitin

Shubham Yadav

Please log out once

Shubham Yadav

I clicked ok and it is opening

| | |
|---------------|----------------------------------------------------------------------------------------------------------------|
| Shubham Yadav | I am checking |
| | Shari can you please log out from the server? |
| shari | yes but this will disconnect |
| | how will I know I can log back in |
| Shubham Yadav | Shari I will update you over the mail once the update |
| shari | ok |
| Shubham Yadav | Yes shari |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the c (1-888-415-5240) if any further assistance is required |

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#72222 srilekha vangala

Email: svangala@lightbridgeacademy.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SOMERVILLE

State: New Jersey

Country: UNITED STATES

Chat Transcript

| | |
|------------------|------------------------------------------------------------------------------------------------------------|
| srilekha vangala | Hello, I am your Acebuddy |
| Acebuddy | Hello Srilekha Vangala, I'm your Ace Buddy. I'll be hap |
| | Whom Would You Like to Connect With? |
| srilekha vangala | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| srilekha vangala | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| srilekha vangala | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link or Operating System |
| srilekha vangala | Restart |
| Acebuddy | Hello Srilekha Vangala, I'm your Ace Buddy. I'll be hap |
| | Whom Would You Like to Connect With? |
| srilekha vangala | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| srilekha vangala | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| srilekha vangala | Password Reset |
| Acebuddy | Please select an option below |
| srilekha vangala | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.co password needs to be reset and we'll share an update |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We ar Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details

#72757 jiang

Email: jiang@fldacpa.com ☎ 19548304509

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: 1 Min 51 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

jiang Hello, I am your Acebuddy

Acebuddy Hello Jiang, I'm your Ace Buddy. I'll be happy to a
Whom Would You Like to Connect With?

jiang Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jiang I'd like to report an Issue

Acebuddy Please select an option!

jiang Other Issue

Acebuddy Please specify the issue you are facing before I c
representative!

jiang Drake Accounting 2025 needs update.

Acebuddy Please wait while we connect you to a Support Re

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request

Anurag Sharma

Thank you for contacting Ace Cloud Hosting. My i

you today.

Hello Jiang

jiang Hello.

Anurag Sharma I deeply apologize for the inconvenience caused .

I will be surely assisting you with this. Kindly help

jiang Deming.myrealdata.net

ZheJiang

Anurag Sharma Thanks for the confirmation !

Kindly allow me 4-5 minutes to check the same.

Jiang, as I can check there are active users on the application update during the night hours when u

We will revert you back via email once the update

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

jiang I cannot use it without the update.

Hello?

Anurag Sharma Okay

Can I log you out from the server?

So that I can proceed with the application update

jiang Okay

Yes.

Anurag Sharma May I take the remote access of your server?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.

Thank you for choosing ACE cloud Hosting, you have a great day!

Anurag Sharma has ended this chat session

