

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 4:51:33 PM

#77282 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 40 Secs

| | | |
|--------------|--|--------------------|
| Test Account | Hello, I am your Acebuddy | 21 May, 4:51:36 PM |
| Acebuddy | Hello Test, I'm your Ace Buddy. I'll be happy to assist you! | 4:51:37 PM |
| | Whom Would You Like to Connect With? | 4:51:37 PM |
| Test Account | Technical Support (QB & App Hosting) | 4:51:40 PM |
| Acebuddy | Welcome to Ace Support. | 4:51:40 PM |
| | Please chose an option : | 4:51:40 PM |
| Test Account | I'd like to report an Issue | 4:51:46 PM |
| Acebuddy | Please select an option! | 4:51:46 PM |
| Test Account | Password Reset | 4:51:51 PM |
| Acebuddy | Please select an option below | 4:51:52 PM |
| Test Account | Already Enrolled to Selfcare Portal | 4:51:56 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 4:51:56 PM |
| | Do you need any further assistance on the topic? | 4:51:56 PM |
| Test Account | No | 4:53:17 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 4:53:17 PM |
| | <i>Acebuddy has ended this chat session</i> | 4:53:17 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 1:12:29 AM

#77611 Deanna Logoteta

Email: dlogoteta@awakenjustice.org 7752196737

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 5 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 23 Secs

| | | |
|-----------------|--|--------------------|
| Deanna Logoteta | Hello, I am your Acebuddy | 30 May, 1:12:30 AM |
| Acebuddy | Hello Dlogoteta, I'm your Ace Buddy. I'll be happy to assist you! | 1:12:31 AM |
| | Whom Would You Like to Connect With? | 1:12:31 AM |
| Deanna Logoteta | Technical Support (QB & App Hosting) | 1:12:34 AM |
| Acebuddy | Welcome to Ace Support. | 1:12:34 AM |
| | Please chose an option : | 1:12:34 AM |
| Deanna Logoteta | I'd like to report an Issue | 1:12:37 AM |
| Acebuddy | Please select an option! | 1:12:38 AM |
| Deanna Logoteta | QuickBooks Issue | 1:14:04 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:14:04 AM |
| Deanna Logoteta | Other QB related issue | 1:14:10 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:14:11 AM |

| | | |
|-----------------|--|------------|
| Deanna Logoteta | <p>It has been almost 5 hours and we need to get our payroll run out of Qbks, See Ticket ID: 703109 Summary: As per our conversation over call, we have assisted you with the QuickBooks File login issue where you were getting a QB File Doctor Error. .</p> | 1:16:07 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:16:11 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:16:11 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 1:16:17 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 1:16:47 AM |
| | I will surely help you with this issue. | 1:17:40 AM |
| | Kindly allow me two minutes to check the same. | 1:17:44 AM |
| Deanna Logoteta | Hello Rohit kumar has been assisting us and I'm concerned that our payroll is due soon and we have not had a resolution | 1:18:07 AM |
| Ashutosh Mishra | Yes, we have got the backup file. | 1:20:13 AM |
| Deanna Logoteta | Do you have an estimated timeframe as our payroll is due soon and if we need to re-enter the information, we would need to have the team ready to go | 1:21:03 AM |
| Ashutosh Mishra | Please allow me few minutes i am checking for this. | 1:23:03 AM |
| Deanna Logoteta | thank you | 1:23:24 AM |
| Ashutosh Mishra | Thank you for your patience | 1:29:09 AM |
| | Within an hour one of our senior engineers will contact you and help you with restoring the file on the call itself. | 1:30:00 AM |
| Deanna Logoteta | Okay, hoping it can be resolved soon | 1:32:56 AM |
| Ashutosh Mishra | Yes, the senior engineers will assist you over the call and verify the issue does not reoccur. | 1:33:44 AM |
| | Is there anything else I may help you with ? | 1:33:47 AM |
| Deanna Logoteta | no, just need this as the priority as that is how our company staff are paid | 1:34:06 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 1:35:31 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 1:35:45 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Ashutosh Mishra has ended this chat session</i> | 1:36:53 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 9:16:51 PM

#77303 Krisy Murray

Email: acctg@atavolaboise.com ☎ 2087610498

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 37 Secs

| | | |
|---------------|---|--------------------|
| Krisy Murray | Hello, I am your Acebuddy | 21 May, 9:16:51 PM |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. | 9:17:14 PM |
| Krisy Murray | Reference Ticket #698578. You said I would receive an email in order to proceed with our QuickBooks upgrade. I have yet to receive any email and we have a Technician onsite that is here to help with the upgrade. | 9:18:43 PM |
| | Can I verify email address that the email is being sent to and how long until it should arrive | 9:19:32 PM |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. | 9:19:45 PM |
| | I would like to inform you that the email has been sent to acctg@atavolaboise.com | 9:20:15 PM |
| | Please revert back to that email with an approval so that we can proceed with it. | 9:20:57 PM |
| Krisy Murray | So I need to email my license details and product key to support@acecloudhosting.com | 9:22:31 PM |
| Anurag Sharma | Yes, that's correct. (Edited) | 9:22:45 PM |
| Krisy Murray | or can i just reply to the email that you sent | 9:22:48 PM |
| Anurag Sharma | I would recommend this. | 9:23:31 PM |
| | Is there anything else I may help you with ? | 9:24:09 PM |

| | | |
|---------------|---|------------|
| | Are we still connected here? | 9:25:11 PM |
| Krisy Murray | I just replied to the email. | 9:25:42 PM |
| | Thank you | 9:25:43 PM |
| Anurag Sharma | Thanks for the confirmation ! | 9:25:58 PM |
| | Is there anything else I may help you with ? | 9:26:03 PM |
| Krisy Murray | How long before I receive admin. permission to proceed? | 9:27:04 PM |
| Anurag Sharma | I would like to inform you that you do not need to worry about the installation. As we have received the email approval from your end. | 9:28:01 PM |
| | We will install the application for you and will inform you via email. | 9:28:15 PM |
| | Is there anything else I can help you with? | 9:29:01 PM |
| Krisy Murray | When will the new application be installed | 9:29:50 PM |
| Anurag Sharma | We have initiated the process. You will be notified via email once it is completed. | 9:30:16 PM |
| Krisy Murray | Thank you, that is everything | 9:30:32 PM |
| Anurag Sharma | Thanks for the confirmation ! | 9:30:36 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 9:30:39 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:30:40 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 9:30:43 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com .) | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Anurag Sharma has ended this chat session</i> | 9:30:45 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76695 Carmen vansuulichem

Email: c.vansuulichem@btmindustrial.com 16162599121**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:** HARTLAND**State:** Michigan**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 5 Secs

| | | |
|------------------------|--|-------------------|
| Carmen vansuulichem | Hello, I am your Acebuddy | 7 May, 7:52:40 PM |
| Acebuddy | Hello Carmen Vansuulichem, I'm your Ace Buddy. I'll be happy to assist you! | 7:52:41 PM |
| | Whom Would You Like to Connect With? | 7:52:41 PM |
| Carmen vansuulichem | Technical Support (QB & App Hosting) | 7:53:44 PM |
| Acebuddy | Welcome to Ace Support. | 7:53:44 PM |
| | Please chose an option : | 7:53:44 PM |
| Carmen vansuulichem | I'd like to raise a Request | 7:53:58 PM |
| Acebuddy | Please select your request type. | 7:53:58 PM |
| Carmen vansuulichem | Other Request | 7:54:20 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:54:20 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:54:20 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 8:28:46 PM |
| | <i>Ended due to chat idle timeout</i> | 8:28:46 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 10:32:31 PM

#76777 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 12 Secs

| | | |
|----------|--|--------------------|
| info | Hello, I am your Acebuddy | 8 May, 10:32:31 PM |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 10:32:32 PM |
| | Whom Would You Like to Connect With? | 10:32:32 PM |
| info | Technical Support (QB & App Hosting) | 10:32:34 PM |
| Acebuddy | Welcome to Ace Support. | 10:32:35 PM |
| | Please chose an option : | 10:32:35 PM |
| info | I'd like to report an Issue | 10:32:40 PM |
| Acebuddy | Please select an option! | 10:32:40 PM |
| info | Password Reset | 10:32:46 PM |
| Acebuddy | Please select an option below | 10:32:46 PM |
| info | Already Enrolled to Selfcare Portal | 10:32:50 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 10:32:50 PM |
| | Do you need any further assistance on the topic? | 10:32:50 PM |
| info | Yes | 10:32:58 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 10:32:58 PM |

| | | |
|-----------------|--|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:32:58 PM |
| | <i>Rohan Prajapati declined the transfer request.</i> | 10:33:00 PM |
| info | 686536 is my ticket number | 10:33:13 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 10:33:45 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 10:33:58 PM |
| | Kindly allow me two minutes to check the same. | 10:34:08 PM |
| info | okay | 10:34:15 PM |
| Ashutosh Mishra | I understand you had issues resetting password through selfcare portal, is that correct? | 10:37:04 PM |
| info | yes | 10:37:40 PM |
| Ashutosh Mishra | As per an email sent to you by relevant team on 1st May. | 10:39:09 PM |
| | " We tested your account from the backend and successfully completed a password reset after full enrollment. Please visit selfcare.acecloudhosting.com and re-enroll yourself. One thing we have noticed is that you have entered Donna_bk.myrealdata.net , which should be Dona_bk@myrealdata.net . " | 10:39:18 PM |
| | Have you tried these steps? | 10:39:30 PM |
| info | Yes, but what is the password for that account? | 10:39:53 PM |
| | I usually login with Donna_bk, not Doma_BK. | 10:40:08 PM |
| | Never use that account | 10:40:14 PM |
| Ashutosh Mishra | I am sending the password over the email. | 10:43:09 PM |
| info | now i got it. | 10:44:24 PM |
| | hold on please | 10:44:25 PM |
| Ashutosh Mishra | Sure, please take your time | 10:45:16 PM |
| | <i>10:45:20 PM info is sharing a file with you image.png - (Size:213.76 KB)</i> | 10:45:20 PM |
| | <i>10:47:05 PM info is sharing a file with you image.png - (Size:51.95 KB)</i> | 10:47:05 PM |
| | <i>And, Donna_BK is still not working</i> | |
| info | I also want to keep my account as Donna_BK even though I can't change my password. please dont make it complicated | 10:47:50 PM |
| Ashutosh Mishra | Are you able to connect with Ace server? | 10:48:20 PM |
| | May I take the remote access of your local computer? | 10:48:53 PM |
| info | yes. I am using Donna_BK | 10:49:19 PM |
| | okay but dont take too many time please | 10:49:34 PM |
| Ashutosh Mishra | Sure. | 10:49:39 PM |

| | | |
|-----------------|---|-------------|
| | Prior providing the access, I would suggest you to close any important documents at your end. | 10:49:42 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 10:50:00 PM |
| | https://assist.acecloudhosting.com/join/9432767628 | 10:50:01 PM |
| info | thanks | 11:08:10 PM |
| Ashutosh Mishra | As per discussion over the remote session, The issue is resolved by re-enrolling into self care portal and resetting the password using complete username Donna_BK@myreldata.net | 11:08:12 PM |
| | Thanks for the confirmation ! | 11:08:26 PM |
| info | please disconnect the remote session | 11:08:27 PM |
| Ashutosh Mishra | Sure. | 11:08:31 PM |
| | Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you | 11:08:34 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 11:08:44 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 12 May, 6:25:46 PM

#76901 Sandam

Email: sandam@yoecpa.com

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Apple iPhone

Browser: Microsoft Edge

Device: Mobile

Average Response Time: 52 Secs

City: ELKTON

State: Maryland

Country: UNITED STATES

Chat Transcript Chat Duration : 21 Mins 10 Secs

Sandam Hello, I am your Acebuddy

12 May, 6:25:47 PM

| | | |
|-----------------|---|------------|
| Acebuddy | Hello Sanda Myo, I'm your Ace Buddy. I'll be happy to assist you! | 6:25:48 PM |
| | Whom Would You Like to Connect With? | 6:25:48 PM |
| Sandam | Technical Support (QB & App Hosting) | 6:26:05 PM |
| Acebuddy | Welcome to Ace Support. | 6:26:05 PM |
| | Please chose an option : | 6:26:05 PM |
| Sandam | I'd like to report an Issue | 6:26:17 PM |
| Acebuddy | Please select an option! | 6:26:17 PM |
| Sandam | Other Issue | 6:27:03 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:27:03 PM |
| Sandam | 692527 ticket id | 6:27:20 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:27:21 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:27:21 PM |
| | <i>Deepak Taneja declined the transfer request.</i> | 6:27:35 PM |
| | <i>Gurwinder Singh accepted the chat transfer request.</i> | 6:28:07 PM |
| Gurwinder Singh | Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. | 6:28:21 PM |
| Sandam | Thanks | 6:28:44 PM |
| Gurwinder Singh | Hi Sanda, yes i got your ticket regarding server login issue. Let me check the same. | 6:29:28 PM |
| | Sanda, could you confirm if any other user is also facing the same issue. | 6:30:31 PM |
| Sandam | I do not know | 6:30:50 PM |
| | They will come on line in 1/2 hour | 6:31:06 PM |
| Gurwinder Singh | Thank you for the information. | 6:31:58 PM |
| | Let me check the server on our end. | 6:32:04 PM |
| | Sanda, the server is inaccessible on our end as well. Give me 4-5 mints to confirm whats wrong with it. | 6:34:07 PM |
| Sandam | Ok | 6:34:18 PM |
| Gurwinder Singh | Meanwhile, can i take remote session of your local computer as well so i can check this on your end. | 6:36:04 PM |
| Sandam | Ok | 6:36:38 PM |
| Gurwinder Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 6:36:47 PM |
| Sandam | Sure | 6:37:31 PM |
| | Already done | 6:37:38 PM |
| | What do you need to access local computer? | 6:38:13 PM |
| Gurwinder Singh | https://join.zoho.in/4532070245 | 6:38:45 PM |
| | Open this link on a browser on your computer and download the link please. | |

| | | |
|-----------------|--|------------|
| Sandam | Seems issue for logging in | 6:41:37 PM |
| | Is it ok? | 6:41:54 PM |
| Gurwinder Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:42:26 PM |
| | Enter your password please.\ | 6:43:57 PM |

Gurwinder Singh has ended this chat session

6:46:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 9:24:40 PM

#76514 jjiang

Email: jjiang@federalfilings.com 6262974637

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: CHENNAI

State: Tamil Nadu

Country: INDIA

Chat Transcript

Chat Duration : 25 Mins 10 Secs

| | | |
|----------|--|-------------------|
| jjiang | Hello, I am your Acebuddy | 2 May, 9:24:41 PM |
| Acebuddy | Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you! | 9:24:42 PM |
| | Whom Would You Like to Connect With? | 9:24:42 PM |
| jjiang | Technical Support (QB & App Hosting) | 9:24:48 PM |
| Acebuddy | Welcome to Ace Support. | 9:24:48 PM |
| | Please chose an option : | 9:24:48 PM |

| | | |
|----------------|--|------------|
| jjiang | I'd like to report an Issue | 9:24:54 PM |
| Acebuddy | Please select an option! | 9:24:54 PM |
| jjiang | Other Issue | 9:25:00 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:25:00 PM |
| jjiang | Unable to use two remote server at a time | 9:25:19 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:25:19 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:25:19 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 9:26:04 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 9:26:20 PM |
| | As I have understood you are trying to use server on multiple screen . | 9:27:16 PM |
| | Please confirm is it right ? | 9:27:28 PM |
| jjiang | No | 9:27:34 PM |
| | We have two remote server and two user but unable to use remote server at a time. Only one user can be accessed the other user is getting connection was lost. | 9:28:45 PM |
| Anjainay Singh | It means only one user is able to access the server and other is facing issue while connecting . | 9:29:41 PM |
| jjiang | Yes you are right | 9:29:58 PM |
| Anjainay Singh | Thankyou for your confirmation . | 9:30:10 PM |
| | Could you please confirm which user is facing error . | 9:30:32 PM |
| jjiang | Server name are Andrea and Jana | 9:30:53 PM |
| Anjainay Singh | Since when Andrea is facing this issue . | 9:31:56 PM |
| jjiang | For example, If I am using Andrea server and if other person tries to login to Jana server then immediately Andrea server connection was lost. | 9:32:44 PM |
| | Past couple of weeks | 9:32:58 PM |
| Anjainay Singh | Could you please request Andrea to login again . | 9:33:56 PM |
| jjiang | We want to make sure that two remote server must be enabled even if two persons uses it. | 9:33:58 PM |
| | Sure just a min | 9:34:11 PM |
| Anjainay Singh | So that I can analyze the issue at my end . | 9:34:25 PM |
| | Thankyou for your coperation. | 9:35:02 PM |
| | <i>9:35:31 PM jjiang is sharing a file with you image.png - (Size:23.66 KB)</i> | 9:35:31 PM |
| | <i>Andrea logged in but I am using Jana server I got disconnected now</i> | |
| | *cooperation. | 9:35:34 PM |
| jjiang | Hope you understood the issue now with the snip | 9:36:18 PM |

| | | |
|----------------|---|------------|
| | Can you please us to make two remote server connection works well. | 9:36:43 PM |
| Anjainay Singh | Do you have access to Andreas login ? | 9:36:44 PM |
| jjiang | Yes | 9:36:50 PM |
| Anjainay Singh | May I take the remote access of your local computer? | 9:36:59 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:37:06 PM |
| jjiang | Okay | 9:37:12 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/4372511980 | 9:37:26 PM |
| | Please copy this URL at your local machine browser so that I can access your machine . | 9:37:56 PM |
| jjiang | Okay | 9:38:26 PM |
| | I have to give Agree and download ? | 9:39:09 PM |
| Anjainay Singh | Please let me know are you trying to access Andreas and Jana.Ji from same machine . | 9:39:47 PM |
| jjiang | Yay I tried even from different it doesn't work | 9:40:47 PM |
| Anjainay Singh | If you try to access both from same machine then one will be disconnected and other will be connected . | 9:42:10 PM |
| jjiang | I think connected with the above link | 9:42:24 PM |
| | But it is different remote server right ? | 9:43:11 PM |
| | Its working now. I will let you know again if doesn't work. Thank you. | 9:48:13 PM |
| Anjainay Singh | You may receive a survey in which you may click on smiling emoji to provide your positive feedback, | 9:48:45 PM |
| jjiang | Okay | 9:48:55 PM |
| Anjainay Singh | You may end this chat. | 9:49:34 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:49:39 PM |
| jjiang | Thanks | 9:49:47 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 9:49:52 PM |



Chat Transcript

Hello, I am your Acebuddy

#76565 Amy

Email: abrady@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Duration : 42 Mins 31 Secs

Chat Transcript

| | | |
|----------|--|-------------------|
| Amy | Hello, I am your Acebuddy | 5 May, 6:33:30 PM |
| Acebuddy | Hello Amy, I'm your Ace Buddy. I'll be happy to assist you! | 6:33:32 PM |
| | Whom Would You Like to Connect With? | 6:33:32 PM |
| Amy | Technical Support (QB & App Hosting) | 6:33:36 PM |
| Acebuddy | Welcome to Ace Support. | 6:33:36 PM |
| | Please chose an option : | 6:33:36 PM |
| Amy | I'd like to raise a Request | 6:33:41 PM |
| Acebuddy | Please select your request type. | 6:33:41 PM |
| Amy | Other Request | 6:33:46 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 6:33:46 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 6:33:46 PM |
| Amy | Restart | 6:33:54 PM |
| Acebuddy | Hello Amy, I'm your Ace Buddy. I'll be happy to assist you! | 6:33:54 PM |
| | Whom Would You Like to Connect With? | 6:33:54 PM |
| Amy | Technical Support (QB & App Hosting) | 6:33:59 PM |
| Acebuddy | Welcome to Ace Support. | 6:33:59 PM |
| | Please chose an option : | 6:33:59 PM |
| Amy | I'd like to raise a Request | 6:34:05 PM |
| Acebuddy | Please select your request type. | 6:34:06 PM |
| Amy | Setup Ace Server | 6:34:11 PM |
| Acebuddy | | |

| | | |
|----------------|---|------------|
| | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 6:34:11 PM |
| Amy | Microsoft Windows | 6:34:16 PM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 6:34:16 PM |
| | Do you need any further assistance on the topic? | 6:34:16 PM |
| Amy | Yes | 6:34:21 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 6:34:21 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:34:21 PM |
| Amy | thank you | 6:34:33 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 6:34:54 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 6:35:11 PM |
| Amy | thanks! amy is now set up as a user so we need the remote desktop downloaded so she can login | 6:35:34 PM |
| | ? | 6:39:38 PM |
| Anjainay Singh | Please allow me two minutes so that I can look into the issue . | 6:40:02 PM |
| | Could you please provide your user name through which you login into server . | 6:40:37 PM |
| Amy | amy | 6:40:43 PM |
| Anjainay Singh | We could not find any existing users with name Amy , we need to add you as a new user , and we have already received your request in previous chat and once it gets completed we will send the login details over an email. | 6:43:40 PM |
| Amy | she is added in there, our contact from brownplus did it already | 6:44:06 PM |
| | i just need the remote desktop on this computer. what do i have to do to get it? | 6:45:05 PM |
| | can we use my login and get it done? | 6:45:17 PM |
| | and then set amy up? | 6:45:23 PM |
| Anjainay Singh | Please allow me two minutes . | 6:45:32 PM |
| Amy | thanks | 6:47:55 PM |
| Anjainay Singh | May I take the remote access of your local computer? | 6:48:38 PM |
| Amy | yes | 6:48:41 PM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 6:48:47 PM |
| | https://assist.acecloudhosting.com/join/7462403026 | 6:49:05 PM |
| | Please copy this URL at your local machine browser . | 6:49:35 PM |
| Amy | did it work | 6:51:55 PM |
| Anjainay Singh | We could not locate your account in BSSF CPAS | 6:53:15 PM |
| | | 6:54:01 PM |

| | | |
|----------------|---|------------|
| | Please confirm with the user who created the user and account name . | |
| Amy | karen from brownplus did it | 6:55:00 PM |
| | can we use my credntaisl to dowkoad it | 6:55:08 PM |
| | sorry i cant see the chat because of the remote thing | 6:55:17 PM |
| | my credentials to download it | 6:55:23 PM |
| | i just need the remote server on this compier | 6:55:29 PM |
| | computer | 6:55:32 PM |
| Anjainay Singh | Yes we will able to assist you however you need to confirm your username which you use while logging into server . | 6:56:45 PM |
| Amy | my username is cindy | 6:56:54 PM |
| Anjainay Singh | We would like to inform you that only Deborah has authorization to add any user to account . | 6:57:26 PM |
| | https://assist.acecloudhosting.com/join/4782316529 | 6:57:51 PM |
| Amy | we dont even have anyone named deborah | 6:58:03 PM |
| Anjainay Singh | BSSFEnterprise.myrealdata.net - is this the server which you want to access. | 6:58:48 PM |
| Amy | yeah | 6:58:54 PM |
| Anjainay Singh | Please copy this URL at your local machine . | 6:59:13 PM |
| | In browser so that I can access your machine . | 6:59:29 PM |
| Amy | i did | 6:59:38 PM |
| Anjainay Singh | Are we still connected here? | 7:12:16 PM |
| | Are we still connected here? | 7:13:24 PM |
| | Are we still connected here? | 7:14:14 PM |
| | As there is no response from your end so we are closing this chat . | 7:15:04 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 7:16:02 PM |



Chat Transcript

Hello, I am your Acebuddy

#76682 Kerry Gordon**Email:** kerry@kgordoncpa.com  19133338106**Department:** Support(QB & App Hosting)**Operator:** Anjainay Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 46 Secs**City:** ST PAUL**State:** Minnesota**Country:** UNITED STATES

Chat Duration : 18 Mins 25 Secs

Chat Transcript

| | | |
|----------------|---|-------------------|
| Kerry Gordon | Hello, I am your Acebuddy | 7 May, 4:49:13 PM |
| Acebuddy | Hello Kerry Gordon, I'm your Ace Buddy. I'll be happy to assist you! | 4:49:15 PM |
| | Whom Would You Like to Connect With? | 4:49:15 PM |
| Kerry Gordon | Technical Support (QB & App Hosting) | 4:49:19 PM |
| Acebuddy | Welcome to Ace Support. | 4:49:19 PM |
| | Please chose an option : | 4:49:19 PM |
| Kerry Gordon | I'd like to report an Issue | 4:49:26 PM |
| Acebuddy | Please select an option! | 4:49:26 PM |
| Kerry Gordon | Other Issue | 4:49:32 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:49:32 PM |
| Kerry Gordon | I've tried multiple times this morning to access the remote desktop and am getting an error message that my username doesn't exist. This happened yesterday morning as well and eventually let me in after several attempts | 4:50:27 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:50:31 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:50:31 PM |
| | <i>Deepak Taneja declined the transfer request.</i> | 4:50:38 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 4:50:43 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 4:51:02 PM |
| Kerry Gordon | Hello! | 4:51:11 PM |
| Anjainay Singh | Please confirm whether all users are facing this issue . | 4:51:39 PM |
| | May I take the remote access of your local computer? | 4:52:24 PM |
| Kerry Gordon | | |

| | | |
|----------------|--|------------|
| | I have not heard from anyone else with this issue. | 4:52:30 PM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 4:52:33 PM |
| Kerry Gordon | Yes, you can take control | 4:52:59 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/3282543557 | 4:53:26 PM |
| | Please copy above URL in local machine browser . | 4:53:48 PM |
| Kerry Gordon | Done... | 4:54:54 PM |
| Anjainay Singh | I have access of your local machine . | 4:55:20 PM |
| Kerry Gordon | Can you tell me why I wasn't able to get in...it didn't appear you changed anything... | 4:57:39 PM |
| Anjainay Singh | There was space in username which was hindering the access . | 4:58:12 PM |
| Kerry Gordon | I used this same login all day yesterday,..and didn't change a thing in the settings since then... | 4:58:47 PM |
| Anjainay Singh | This may happened due to some glitch in DNS name of server or username so we corrected that . | 5:01:55 PM |
| Kerry Gordon | I really don't understand why this works and then all of a sudden it doesn't. This happens frequently and definitely costs me time and causes frustration. I'm happy it's working....just hope it continues to work...thank you... | 5:03:24 PM |
| Anjainay Singh | We understand your situation and are here to help. If you continue to experience any issues, please don't hesitate to give us a call. One of our senior team members will be available to assist you directly over the phone. | 5:04:38 PM |
| | Is there anything else I may help you with ? | 5:04:50 PM |
| Kerry Gordon | Nothing else....thank you. Have a wonderful day! | 5:05:06 PM |
| Anjainay Singh | Please provide your valuable feedback by clicking on smiling emoji after this chat gets end . | 5:05:31 PM |
| | You may end this chat . | 5:06:06 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:06:11 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 5:07:39 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 1:18:07 AM

#77552 Steve Baus

Email: steve@baus-systems.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: WOODINVILLE

State: Washington

Country: UNITED STATES

Chat Duration : 32 Mins 58 Secs

Chat Transcript

| | | |
|------------|--|--------------------|
| Steve Baus | Hello, I am your Acebuddy | 29 May, 1:18:08 AM |
| Acebuddy | Hello Steve Baus, I'm your Ace Buddy. I'll be happy to assist you! | 1:18:08 AM |
| | Whom Would You Like to Connect With? | 1:18:08 AM |
| Steve Baus | Technical Support (QB & App Hosting) | 1:18:20 AM |
| Acebuddy | Welcome to Ace Support. | 1:18:20 AM |
| | Please chose an option : | 1:18:20 AM |
| Steve Baus | I'd like to raise a Request | 1:18:31 AM |
| Acebuddy | Please select your request type. | 1:18:31 AM |
| Steve Baus | Other Request | 1:18:42 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 1:18:42 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 1:18:42 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 1:51:06 AM |
| | <i>Ended due to chat idle timeout</i> | 1:51:06 AM |



Chat Transcript

Hello, I am your Acebuddy

#77309 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 1 Sec

| | | |
|-----------------|---|---------------------|
| LESLIE STEPHENS | Hello, I am your Acebuddy | 21 May, 10:08:49 PM |
| Acebuddy | Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you! | 10:08:50 PM |
| | Whom Would You Like to Connect With? | 10:08:50 PM |
| LESLIE STEPHENS | Technical Support (QB & App Hosting) | 10:09:01 PM |
| Acebuddy | Welcome to Ace Support. | 10:09:01 PM |
| | Please chose an option : | 10:09:01 PM |
| LESLIE STEPHENS | I'd like to report an Issue | 10:09:09 PM |
| Acebuddy | Please select an option! | 10:09:09 PM |
| LESLIE STEPHENS | Other Issue | 10:09:14 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:09:14 PM |
| LESLIE STEPHENS | SH_Sawmill.NENT1@myrealdata.net is not able to open the remote desktop. | 10:09:59 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:09:59 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:09:59 PM |
| | <i>Shivam Singh accepted the chat transfer request.</i> | 10:11:10 PM |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. | 10:11:25 PM |
| | Are you the only one facing the issue or others are affected too. | 10:13:11 PM |
| LESLIE STEPHENS | I am the desktop with the admin username. She is the only one having the issue, the one with sawmill in it. | 10:13:41 PM |
| Shivam Singh | May I take the remote access of your local computer? | 10:14:19 PM |
| LESLIE STEPHENS | Can you call her at the phone number listed? She is at a different location than I am. | 10:14:46 PM |

| | | |
|-----------------|--|-------------|
| Shivam Singh | Sure | 10:15:22 PM |
| | What would be her number ? | 10:15:31 PM |
| LESLIE STEPHENS | 4236634172 | 10:15:55 PM |
| Shivam Singh | Noted. | 10:17:16 PM |
| | I will arrange a callback. | 10:17:33 PM |
| | Is there anything else I may help you with ? | 10:17:40 PM |
| LESLIE STEPHENS | That is all. Can she receive the call now? | 10:18:23 PM |
| Shivam Singh | I'll try to find the earliest slot., | 10:19:08 PM |
| LESLIE STEPHENS | Thank you. | 10:19:19 PM |
| Shivam Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:19:34 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 10:19:37 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 10:19:39 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com .) | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Shivam Singh has ended this chat session</i> | 10:19:50 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 May, 6:35:14 PM

#77434 zahid

Email: zahid@columbiatax.onmicrosoft.com

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 53 Secs

City: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Duration : 1 Hour 16 Mins

Chat Transcript

| | | |
|-------------|--|--------------------|
| zahid | Hello, I am your Acebuddy | 25 May, 6:35:15 PM |
| Acebuddy | Hello Zahid, I'm your Ace Buddy. I'll be happy to assist you! | 6:35:15 PM |
| | Whom Would You Like to Connect With? | 6:35:15 PM |
| zahid | Technical Support (QB & App Hosting) | 6:53:32 PM |
| Acebuddy | Welcome to Ace Support. | 6:53:32 PM |
| | Please chose an option : | 6:53:32 PM |
| zahid | I'd like to report an Issue | 6:53:40 PM |
| Acebuddy | Please select an option! | 6:53:40 PM |
| zahid | QuickBooks Issue | 6:53:46 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:53:46 PM |
| zahid | Other QB related issue | 6:53:58 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:54:10 PM |
| zahid | Facing trouble printing document using PrintBoss 50 | 6:55:10 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:55:10 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:55:10 PM |
| | <i>Rohit Kumar accepted the chat transfer request.</i> | 6:55:13 PM |
| Rohit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today. | 6:55:21 PM |
| zahid | Hello | 6:55:50 PM |
| Rohit Kumar | Hello Zahid | 6:56:06 PM |
| | How can I help you? | 6:56:27 PM |
| zahid | I can't do printing job using Print boss 50 | 6:56:40 PM |
| | If I select printBoss it comes Uniprint | 6:57:07 PM |
| Rohit Kumar | Alright, I will definitely assist you. | 6:57:18 PM |
| | <i>6:57:26 PM zahid is sharing a file with you</i> | |

Look

May I take remote access of your local computer.

6:57:54 PM

zahid

I had some communication with your other college yesterday and today.

6:58:30 PM

Rohit Kumar

We tried to call you on 8801774346496 but the call did not connect

6:58:57 PM

6:59:04 PM zahid is sharing a file with you

[ZohoAssist Chat Log 6992306295.txt](#) - (Size:7.54 KB)

6:59:04 PM

I'm sending it for your reference

zahid

can you call me now

6:59:30 PM

Rohit Kumar

We can continue to Chat here. Please open the given link on your local computer:

7:00:31 PM

<https://assist.acecloudhosting.com/join/7052246935>

zahid

ok

7:00:45 PM

Rohit Kumar

If required we will connect on a call

7:00:58 PM

zahid

Link has opened

7:02:42 PM

Hello

7:03:14 PM

Are you there?

7:04:46 PM

Rohit Kumar

Yes

7:05:07 PM

The Session is not connected yet

7:05:26 PM

zahid

what to do ?

7:05:47 PM

Rohit Kumar

Please click on agree and download

7:06:45 PM

zahid

already done it

7:06:58 PM

Rohit Kumar

then please open the downloaded icon

7:07:35 PM

zahid

Opened it and allowed for change

7:08:07 PM

Rohit Kumar

then it should start initialing the remote connection.

7:08:39 PM

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

7:09:00 PM

We are connected now.

7:09:07 PM

Please allow me 2 -3 minutes to check the details.

7:09:23 PM

zahid

ok, please

7:09:45 PM

Rohit Kumar

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

7:16:24 PM

zahid

I can't write to you in your chat

7:30:37 PM

Rohit Kumar

Ok.

7:30:48 PM

| | | |
|-------------|---|------------|
| | Please let me know if you can print the check or not | 7:31:00 PM |
| zahid | Bank selection is not working now | 7:31:05 PM |
| Rohit Kumar | Ok. | 7:31:37 PM |
| zahid | Without selecting bank we can't print the check | 7:31:39 PM |
| | Now bank selection option is not coming in my last try | 7:32:13 PM |
| Rohit Kumar | Can I call you now. | 7:32:34 PM |
| zahid | Shall I try again | 7:32:35 PM |
| | Yes please | 7:32:42 PM |
| | Please | 7:33:06 PM |
| Rohit Kumar | Please stay on the Chat while I am calling you. Once we are connected on Chat you can end the chat session. | 7:33:12 PM |
| | 880 1774346496 | 7:33:28 PM |
| zahid | Yes, please | 7:33:41 PM |
| Rohit Kumar | Did you receive any call? | 7:34:57 PM |
| zahid | Not yet | 7:35:10 PM |
| Rohit Kumar | I did called. Please allow me some time so I can call you again. | 7:35:28 PM |
| zahid | +8801774346496 | 7:35:36 PM |
| Rohit Kumar | I am unable to call you. Please let me know if you can call our support line | 7:37:35 PM |
| | Are we connected. | 7:38:20 PM |
| zahid | yes | 7:38:27 PM |
| Rohit Kumar | can You call our support line? | 7:38:39 PM |
| | Shall I provide you the number? | 7:38:54 PM |
| zahid | ok | 7:39:03 PM |
| Rohit Kumar | +1*888-415-5240* | 7:39:30 PM |
| | Please try and let me know. (Edited) | 7:39:45 PM |
| zahid | I've connected, but no sound | 7:41:40 PM |
| Rohit Kumar | Ok | 7:41:58 PM |
| | Do you have MS team installed on your computer? | 7:42:13 PM |
| | can I send you an invite on MS TEAMS | 7:42:38 PM |
| zahid | You mean this one | 7:42:46 PM |
| Rohit Kumar | yes | 7:42:51 PM |
| zahid | Yes please | 7:42:51 PM |

| | | |
|-------------|---|------------|
| Rohit Kumar | Please allow me 4 -5 minutes | 7:43:27 PM |
| | <i>Visitor updated the name and email address of the visitor.</i> | 7:44:52 PM |
| | Thank you for your patience | 7:49:10 PM |
| | Please move the chat option from the screen | 7:49:25 PM |
| | Are we connected? | 7:49:51 PM |
| zahid | Yes | 7:49:59 PM |
| Rohit Kumar | please move the chat from the page | 7:50:16 PM |
| zahid | It isn't working | 7:50:31 PM |
| | Looks stack | 7:50:55 PM |
| | <i>Zahid has ended this chat session</i> | 7:51:34 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 12:15:17 AM

#76930 Qasim Mahmood

Email: kasem@3qscpa.com ☎ 16145587724

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 39 Secs

| | | |
|---------------|--|---------------------|
| Qasim Mahmood | Hello, I am your Acebuddy | 13 May, 12:15:18 AM |
| Acebuddy | Hello Asif, I'm your Ace Buddy. I'll be happy to assist you! | 12:15:19 AM |

| | | |
|---------------|--|-------------|
| | Whom Would You Like to Connect With? | 12:15:19 AM |
| Qasim Mahmood | Technical Support (QB & App Hosting) | 12:15:32 AM |
| Acebuddy | Welcome to Ace Support. | 12:15:32 AM |
| | Please chose an option : | 12:15:32 AM |
| Qasim Mahmood | I'd like to raise a Request | 12:15:41 AM |
| Acebuddy | Please select your request type. | 12:15:42 AM |
| Qasim Mahmood | Change in Users | 12:15:49 AM |
| Acebuddy | Please select your desired option! | 12:15:49 AM |
| Qasim Mahmood | User Replacement | 12:15:55 AM |
| Acebuddy | We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal. Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! | 12:15:55 AM |
| | Do you need any further assistance on the topic? | 12:15:55 AM |
| | <i>The visitor's email address was changed to kasem@3qscpa.com.</i> | 12:33:22 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 1:04:58 AM |
| | <i>Ended due to chat idle timeout</i> | 1:04:58 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 10:48:05 PM

#77147 Alex Hu

Email: enrollmentservices@fivebranches.edu ☎ 14082620208

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: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 36 Secs

| | | |
|----------|--|---------------------|
| Alex Hu | Hello, I am your Acebuddy | 16 May, 10:48:05 PM |
| Acebuddy | Hello Alex Hu, I'm your Ace Buddy. I'll be happy to assist you! | 10:48:06 PM |
| | Whom Would You Like to Connect With? | 10:48:06 PM |
| Alex Hu | Technical Support (QB & App Hosting) | 10:48:21 PM |
| Acebuddy | Welcome to Ace Support. | 10:48:21 PM |
| | Please chose an option : | 10:48:21 PM |
| Alex Hu | I'd like to raise a Request | 10:48:30 PM |
| Acebuddy | Please select your request type. | 10:48:30 PM |
| Alex Hu | Other Request | 10:48:45 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 10:48:45 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:48:45 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 11:29:42 PM |
| | <i>Ended due to chat idle timeout</i> | 11:29:42 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 9:17:32 PM

#76984 Chris Rhodes

Email: crhodes@engloinc.com 13042530777

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 14 Secs

City: BECKLEY

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 12 Secs

| | | |
|-----------------|---|--------------------|
| Chris Rhodes | Hello, I am your Acebuddy | 13 May, 9:17:33 PM |
| Acebuddy | Hello Chris Rhodes, I'm your Ace Buddy. I'll be happy to assist you! | 9:17:34 PM |
| | Whom Would You Like to Connect With? | 9:17:34 PM |
| Chris Rhodes | Technical Support (QB & App Hosting) | 9:17:50 PM |
| Acebuddy | Welcome to Ace Support. | 9:17:50 PM |
| | Please chose an option : | 9:17:50 PM |
| Chris Rhodes | I'd like to report an Issue | 9:18:02 PM |
| Acebuddy | Please select an option! | 9:18:02 PM |
| Chris Rhodes | QuickBooks Issue | 9:18:15 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:18:15 PM |
| Chris Rhodes | QuickBooks Login Issue | 9:18:30 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 9:18:30 PM |
| | Was that helpful? | 9:18:30 PM |
| Chris Rhodes | No | 9:18:42 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 9:18:42 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:18:42 PM |
| | <i>Arjun Sikarwar declined the transfer request.</i> | 9:18:46 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 9:20:25 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 9:20:33 PM |
| Chris Rhodes | Hello. | 9:20:49 PM |
| | Quickbooks for Englo says it cannot open the file because it is in single user mode. We cannot find anyone logged in. Can we log out whom ever it thinks is in there? | 9:21:59 PM |
| Ashutosh Mishra | I will surely help you with this issue. | 9:22:01 PM |
| | Kindly allow me two minutes to check the same. | 9:23:28 PM |

| | | |
|-----------------|---|------------|
| | Please help me with your server name and user name. | 9:23:47 PM |
| Chris Rhodes | CID71512 user name is Chris | 9:24:14 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 9:26:38 PM |
| | May I take the remote access of your server? | 9:27:38 PM |
| Chris Rhodes | Yes you may. | 9:27:47 PM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 9:28:10 PM |
| Chris Rhodes | okay | 9:28:26 PM |
| | Thank you. You have solved my issue. | 9:35:14 PM |
| Ashutosh Mishra | As per discussion over the remote session, The issue is resolved by opening the company file through dedicated open company file option in Quickbooks as that runs the file in multi user mode. | 9:35:30 PM |
| | Thanks for the confirmation ! | 9:35:35 PM |
| | Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you | 9:35:39 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 9:35:46 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 9:30:08 PM

#77141 office.fusionfab

Email: office.fusionfab@gmail.com

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: 55 Secs

City: FT COLLINS

State: Colorado

Country: UNITED STATES

Chat Transcript

| | | |
|------------------|---|--------------------|
| office.fusionfab | Hello, I am your Acebuddy | 16 May, 9:30:09 PM |
| Acebuddy | Hello Fusion Fabrication, I'm your Ace Buddy. I'll be happy to assist you! | 9:30:10 PM |
| | Whom Would You Like to Connect With? | 9:30:10 PM |
| office.fusionfab | Sales & Solutions | 9:30:29 PM |
| Acebuddy | Please wait while we connect you to one of our Sales Representative. | 9:30:29 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:30:29 PM |
| | <i>Rahul accepted the chat transfer request.</i> | 9:30:32 PM |
| Rahul | Thank you for contacting ACE. My name is Rahul. I will be assisting you further. | 9:31:31 PM |
| office.fusionfab | We just got our | 9:31:57 PM |
| | Our onboarding email and i just want to make sure i do it right | 9:32:14 PM |
| Rahul | Please help me with your CID Number | 9:32:47 PM |
| | or your account name please | 9:33:13 PM |
| office.fusionfab | Anjainay Singh <support@acecloudhosting.com> Attachments 6:57 AM (3 hours ago) to me, Mary Hello Mike, Greetings!! Ticket ID: #695473 Issue: User Addition | 9:33:37 PM |
| | where do i find that cid | 9:33:49 PM |
| Rahul | Are you from: Beyond Tax (Edited) | 9:34:23 PM |
| office.fusionfab | yes we work with Mary | 9:34:46 PM |
| Rahul | Your Customer ID is: CID73545 | 9:36:10 PM |
| office.fusionfab | ok | 9:36:46 PM |
| | you can call me if you want I was waiting for Mary but we want to get this going ASAP | 9:37:06 PM |
| Rahul | were you in touch with any of our team members earlier? | 9:37:47 PM |
| office.fusionfab | no just got the emails | 9:38:31 PM |
| | well my boos did | 9:38:36 PM |
| | 9708932955 | 9:38:55 PM |
| | Anjainay Singh <support@acecloudhosting.com> | 9:39:17 PM |
| Rahul | I can transfer your chat to our support team | 9:39:18 PM |
| office.fusionfab | Email from | 9:39:23 PM |
| | <i>Rahul changed the visitor name from Fusion Fabrication to Anjainay Singh.</i> | 9:39:38 PM |
| | <i>Rahul is transferring the chat to Support(QB & App Hosting).</i> | 9:40:15 PM |
| | <i>Tushar accepted the chat transfer request.</i> | 9:41:11 PM |

| | | |
|------------------|--|-------------|
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 9:41:41 PM |
| office.fusionfab | ok | 9:41:50 PM |
| Tushar | Kindly allow me two minutes to check previous chat you had. | 9:42:15 PM |
| office.fusionfab | maybe I'll just call in | 9:46:15 PM |
| Tushar | Thank you for waiting. | 9:46:16 PM |
| | you can do that but if you want, we can assist you over the chat session using remote session. | 9:47:32 PM |
| | I checked your ticket you recently got a new user delivered. | 9:48:57 PM |
| | You want assistance with the first time login correct. | 9:49:25 PM |
| | Are we still connected here? | 9:51:13 PM |
| office.fusionfab | yes we are new | 9:52:59 PM |
| Tushar | Okay lets help you login for the first time. | 9:54:02 PM |
| | May I take the remote access of your local computer? | 9:54:05 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:54:07 PM |
| | Are we still connected here? | 9:56:17 PM |
| | Are we still connected here? | 9:58:06 PM |
| office.fusionfab | yes sorry | 9:58:49 PM |
| Tushar | https://assist.acecloudhosting.com/join/8032859645 | 9:59:26 PM |
| | Kindly Click on the link and open the downloaded file. | 9:59:29 PM |
| office.fusionfab | yes | 10:00:33 PM |
| | ok I did it | 10:00:36 PM |
| Tushar | open the downloaded file and grant necessary permissions for remote session. | 10:01:37 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 10:02:12 PM |
| | Kindly open the Email on which the new user details have been sent. | 10:02:46 PM |
| office.fusionfab | we might have to switch computers | 10:03:13 PM |
| | I cant here anything | 10:03:20 PM |
| Tushar | Okay kindly tell me the email address on which I can share the remote access link. | 10:03:53 PM |
| | As per the remote session for clear and better understanding you chose to call us and currently calling us. | 10:15:06 PM |
| | After this chat ends, I will add this chat transcript with the primary one so another engineer can get better understanding of the situation. | 10:16:02 PM |
| | As per your Text you need to go for lunch and will be back after 30 minutes. | 10:16:42 PM |

We will be waiting for you and resolve your issue afterwards.

10:16:59 PM

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

10:17:01 PM

Tushar has ended this chat session

10:17:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 3:46:48 AM

#76807 Tony Lee

Email: support@claccounting.tax 19097189780

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: 45 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 6 Secs

| | | |
|----------|---|-------------------|
| Tony Lee | Hello, I am your Acebuddy | 9 May, 3:46:48 AM |
| Acebuddy | Hello Support, I'm your Ace Buddy. I'll be happy to assist you! | 3:46:49 AM |
| | Whom Would You Like to Connect With? | 3:46:49 AM |
| Tony Lee | Technical Support (QB & App Hosting) | 3:46:54 AM |
| Acebuddy | Welcome to Ace Support. | 3:46:55 AM |
| | Please chose an option : | 3:46:55 AM |
| Tony Lee | I'd like to raise a Request | 3:47:00 AM |
| Acebuddy | Please select your request type. | 3:47:00 AM |
| Tony Lee | Change in Applications | 3:47:05 AM |

| | | |
|----------------|---|------------|
| Acebuddy | Please select your desired option! | 3:47:05 AM |
| Tony Lee | Application Replacement | 3:47:10 AM |
| Acebuddy | To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version. | 3:47:10 AM |
| | Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks). | 3:47:10 AM |
| | We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop. | 3:47:10 AM |
| | Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end. | 3:47:10 AM |
| | Do you need any further assistance on the topic? | 3:47:10 AM |
| Tony Lee | Yes | 3:47:24 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 3:47:24 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:47:24 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 3:47:43 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 3:47:47 AM |
| Tony Lee | I need to exchange Quickbooks Premier Accountant edition 2022 to 2024 version | 3:47:48 AM |
| Shashwat Verma | Hello | 3:47:54 AM |
| | I will surely help you with this issue. | 3:48:06 AM |
| | Kindly allow me two minutes to check the same. | 3:48:09 AM |
| Tony Lee | Help me remove 2022 quickbook desktop and install 2024 | 3:48:10 AM |
| | ok | 3:48:12 AM |
| Shashwat Verma | Do you have new license details? (Edited) | 3:48:59 AM |
| Tony Lee | its the same license? | 3:49:15 AM |
| Shashwat Verma | If you want to continue with premier then you have to connect with intuit for updated license | 3:50:18 AM |
| | We only lease the enterprise for now | 3:50:34 AM |
| Tony Lee | i am not sure what you mean | 3:50:43 AM |
| | my license number is 648205062332632 | 3:51:11 AM |
| Shashwat Verma | QuickBooks offers three versions: Pro , Premier , and Enterprise . Please note that we only provide licensing for the Enterprise version. As you currently have a client-owned Premier license and wish to continue using it, we recommend contacting Intuit directly for any license updates However, if you would like to upgrade to QuickBooks Enterprise 2024 , please let us know—we'd be happy to assist you with the upgrade process. (Edited) | 3:52:27 AM |
| | Are we still connected here? | 3:54:55 AM |

Are we still connected here? 3:56:37 AM

Are we still connected here? 3:58:49 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 3:59:53 AM

Shashwat Verma has ended this chat session 3:59:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 22 May, 6:37:17 PM

#77341 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net 15185870100
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: SCHENECTADY
State: New York
Country: UNITED STATES

Chat Transcript Chat Duration : 40 Mins 16 Secs

| | | |
|-----------------|---|--------------------|
| Jennifer Snyder | Hello, I am your Acebuddy | 22 May, 6:37:18 PM |
| Acebuddy | Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you! | 6:37:19 PM |
| | Whom Would You Like to Connect With? | 6:37:19 PM |
| Jennifer Snyder | Technical Support (QB & App Hosting) | 6:37:25 PM |
| Acebuddy | Welcome to Ace Support. | 6:37:25 PM |
| | Please chose an option : | 6:37:25 PM |
| Jennifer Snyder | I'd like to report an Issue | 6:37:52 PM |

| | | |
|-----------------|---|------------|
| Acebuddy | Please select an option! | 6:37:52 PM |
| Jennifer Snyder | Other Issue | 6:37:57 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:37:57 PM |
| Jennifer Snyder | Trying to set up server on new computer and it will not take my password | 6:38:21 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:38:22 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:38:22 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 6:38:29 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 6:38:44 PM |
| | May I take the remote access of your new local computer? | 6:38:55 PM |
| Jennifer Snyder | yes | 6:39:19 PM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 6:39:41 PM |
| Jennifer Snyder | ok | 6:39:45 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/2372146343 | 6:40:12 PM |
| | Please copy this URL your new local machine browser . (Edited) | 6:40:30 PM |
| Jennifer Snyder | are we connected? | 6:43:19 PM |
| Anjainay Singh | No we are not connected , please click on folder just download from downloaded folder from that URL and we will be able to connect. | 6:44:26 PM |
| | https://assist.acecloudhosting.com/join/2372146343 | 6:45:15 PM |
| | Please use this second URL. | 6:45:24 PM |
| Jennifer Snyder | ok | 6:45:35 PM |
| | it says the session id is invalid | 6:47:10 PM |
| Anjainay Singh | Alternatively I may send you the configured RDP file over an email which you may download it on new machine to access the server. | 6:47:31 PM |
| Jennifer Snyder | I have it | 6:47:42 PM |
| | I can get in because it did not accept my password | 6:47:58 PM |
| Anjainay Singh | Please allow me one minute so that I can check the backend settings. | 6:48:28 PM |
| | Please be patient with me I am working on it . | 6:53:53 PM |
| Jennifer Snyder | ok | 6:53:58 PM |
| Anjainay Singh | Please send us the authorization email from [jsnyder@saratogaconstruction.net] (mailto:jsnyder@saratogaconstruction.net) to support@acecloudhosting.com mentioning password reset so that we can reset it for you asap. | 6:58:34 PM |
| Jennifer Snyder | ok | 6:58:46 PM |
| Anjainay Singh | Please let me know when you are done. | 6:59:34 PM |
| Jennifer Snyder | | 6:59:48 PM |

| | | |
|-----------------|---|------------|
| | done | |
| Anjainay Singh | Thankyou for cooperation. | 7:00:18 PM |
| | I have received an email . | 7:01:31 PM |
| | I have just send you the new password and RDP file to access the server. | 7:03:45 PM |
| | Please let me know if it resolves the issue . | 7:04:46 PM |
| | Are we still connected here? | 7:06:07 PM |
| Jennifer Snyder | yes | 7:07:33 PM |
| Anjainay Singh | Please confirm whether you are able to access the server through the new RDP and password shared . | 7:08:46 PM |
| Jennifer Snyder | I am not | 7:09:06 PM |
| | the new password will not let me in either | 7:09:20 PM |
| Anjainay Singh | Could you please provide your call back details as I am escalating your issue Call back number- Timezone- Suitable time for call- (Edited) | 7:10:48 PM |
| | One of our escalation team member will reach you shortly to assist you over a call. | 7:11:41 PM |
| Jennifer Snyder | ok I am good | 7:11:50 PM |
| | I got in with the new link | 7:11:57 PM |
| | just one last question | 7:12:03 PM |
| | How do I put the shortcut on my desk top? | 7:12:20 PM |
| | how do | 7:12:24 PM |
| Anjainay Singh | Do you want to place RDP file or any other applications at your desktop ? | 7:13:25 PM |
| Jennifer Snyder | yes | 7:13:44 PM |
| Anjainay Singh | Okay please download the RDP file from email and place it from download folder to your desktop . | 7:15:08 PM |
| Jennifer Snyder | ok | 7:15:21 PM |
| Anjainay Singh | Is there anything else I may help you with ? | 7:15:40 PM |
| Jennifer Snyder | all set, thank you | 7:15:54 PM |
| Anjainay Singh | Please also share your positive feedback by clicking on smiling emoji . | 7:16:50 PM |
| | You may disconnect this chat session. | 7:17:09 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:17:15 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 7:17:34 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 11:42:13 AM

#76810 Arvind Kumar

Email: arvind@advancefinserv.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 15 Mins 51 Secs

| | | |
|--------------|--|--------------------|
| Arvind Kumar | Hello, I am your Acebuddy | 9 May, 11:42:15 AM |
| Acebuddy | Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you! | 11:42:16 AM |
| | Whom Would You Like to Connect With? | 11:42:16 AM |
| Arvind Kumar | Technical Support (QB & App Hosting) | 11:42:23 AM |
| Acebuddy | Welcome to Ace Support. | 11:42:23 AM |
| | Please chose an option : | 11:42:23 AM |
| Arvind Kumar | I'd like to report an Issue | 11:42:41 AM |
| Acebuddy | Please select an option! | 11:42:42 AM |
| Arvind Kumar | QuickBooks Issue | 11:42:46 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:42:47 AM |
| Arvind Kumar | QuickBooks Update | 11:42:56 AM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 11:42:56 AM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need | 11:42:56 AM |

| | | |
|-----------------|--|-------------|
| | be and share a confirmation via email. | |
| | Do you need any further assistance on the topic? | 11:42:56 AM |
| Arvind Kumar | Yes | 11:43:36 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 11:43:36 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:43:36 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 11:43:41 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 11:43:49 AM |
| Arvind Kumar | Hi Shubham | 11:44:39 AM |
| Shubham Kataria | Hello Arvind | 11:44:48 AM |
| Arvind Kumar | we are not able to access QBD file | 11:45:06 AM |
| | Plesas help me | 11:45:15 AM |
| Shubham Kataria | I deeply apologize for the inconvenience caused to you. | 11:45:19 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:45:24 AM |
| Arvind Kumar | Advance finserv | 11:45:39 AM |
| Shubham Kataria | Thank you for the information | 11:46:00 AM |
| | Kindly confirm if you're receiving any error while accessing QB file | 11:46:20 AM |
| | <i>11:46:43 AM Arvind Kumar is sharing a file with you <u>1_image.png</u> - (Size:85.48 KB)</i> | 11:46:43 AM |
| | And May I know on which version of QB you're receiving this error | 11:47:11 AM |
| Arvind Kumar | 2024 | 11:47:19 AM |
| Shubham Kataria | Please allow me a minute to check the same | 11:47:31 AM |
| Arvind Kumar | QBD pro plus 2024 | 11:47:33 AM |
| | sure... | 11:47:41 AM |
| Shubham Kataria | I'm installing the pending updates of QB, please stay connected | 11:49:04 AM |
| Arvind Kumar | okay | 11:49:12 AM |
| Shubham Kataria | Could you please ask everyone to log off from the server as we need to reboot it after the QB update | 11:50:18 AM |
| Arvind Kumar | sure.... | 11:50:37 AM |
| | you can do it. | 11:51:24 AM |
| Shubham Kataria | Thank you | 11:51:29 AM |
| | I've initiated the reboot, will inform you once server up and running | 11:51:58 AM |
| | QB is updated now, you may access now | 11:53:12 AM |
| Arvind Kumar | I am waiting for your response | 11:53:13 AM |

| | | |
|-----------------|---|-------------|
| | okay | 11:53:22 AM |
| Shubham Kataria | Is it working fine now? | 11:56:46 AM |
| Arvind Kumar | yes | 11:56:53 AM |
| Shubham Kataria | Great | 11:57:00 AM |
| Arvind Kumar | thank you, Shubham | 11:57:02 AM |
| Shubham Kataria | you're welcome | 11:57:10 AM |
| | Is there anything else I may help you with ? | 11:57:13 AM |
| Arvind Kumar | all are working fine now | 11:57:45 AM |
| Shubham Kataria | Okay | 11:57:53 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 11:57:57 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:58:00 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 11:58:03 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).) | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Shubham Kataria has ended this chat session</i> | 11:58:06 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 May, 8:51:31 PM

#76913 REBECCA HARDY

Email: rebecca@trefalabs.com ☎ 19784172525

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Duration : 5 Mins 57 Secs

Chat Transcript

| | | |
|-----------------|--|--------------------|
| REBECCA HARDY | Hello, I am your Acebuddy | 12 May, 8:51:31 PM |
| Acebuddy | Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you! | 8:51:32 PM |
| | Whom Would You Like to Connect With? | 8:51:32 PM |
| REBECCA HARDY | Technical Support (QB & App Hosting) | 8:51:36 PM |
| Acebuddy | Welcome to Ace Support. | 8:51:36 PM |
| | Please chose an option : | 8:51:36 PM |
| REBECCA HARDY | I'd like to report an Issue | 8:51:42 PM |
| Acebuddy | Please select an option! | 8:51:42 PM |
| REBECCA HARDY | QuickBooks Issue | 8:51:45 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:51:45 PM |
| REBECCA HARDY | QuickBooks Login Issue | 8:51:55 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 8:51:55 PM |
| | Was that helpful? | 8:51:55 PM |
| REBECCA HARDY | No | 8:52:06 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 8:52:06 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:52:06 PM |
| | <i>Deepak Taneja declined the transfer request.</i> | 8:52:13 PM |
| REBECCA HARDY | Hello. I cannot login to trefalabs.myrealdatal.net from my desktop app. | 8:53:20 PM |
| | <i>Shivam Singh accepted the chat transfer request.</i> | 8:53:40 PM |
| | <i>Shivam Singh is transferring the chat to Gurwinder Singh.</i> | 8:54:44 PM |
| | <i>Gurwinder Singh accepted the chat transfer request.</i> | 8:54:50 PM |
| | It's working now. | 8:54:56 PM |
| Gurwinder Singh | Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. | 8:55:00 PM |

Thats great. Is there anything else I may help you with ?

8:56:12 PM

Gurwinder Singh has ended this chat session

8:57:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 1:22:56 AM

#76662 jsis

Email: jsis@pcworks-inc.com 14106279840

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: SHADY SIDE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 58 Secs

| | | |
|----------|--|-------------------|
| jsis | Hello, I am your Acebuddy | 7 May, 1:22:56 AM |
| Acebuddy | Hello Jsis, I'm your Ace Buddy. I'll be happy to assist you! | 1:22:57 AM |
| | Whom Would You Like to Connect With? | 1:22:57 AM |
| jsis | Technical Support (QB & App Hosting) | 1:23:01 AM |
| Acebuddy | Welcome to Ace Support. | 1:23:01 AM |
| | Please chose an option : | 1:23:01 AM |
| jsis | I'd like to report an Issue | 1:23:13 AM |
| Acebuddy | Please select an option! | 1:23:13 AM |
| jsis | QuickBooks Issue | 1:23:17 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:23:17 AM |

| | | |
|--------------|---|------------|
| jsis | Other QB related issue | 1:23:29 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:23:29 AM |
| jsis | bank feed issue same as previous ticket 653552 | 1:23:46 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:23:47 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:23:47 AM |
| | <i>Shivam Singh accepted the chat transfer request.</i> | 1:23:51 AM |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. | 1:24:16 AM |
| | As I checked the ticket you, confirmed the issue was resolved. | 1:24:54 AM |
| | Is this a recurring issue, or are you experiencing it again after a previous occurrence? | 1:25:58 AM |
| jsis | experiencing it again | 1:26:15 AM |
| Shivam Singh | Okay | 1:26:24 AM |
| jsis | yes it was fixed | 1:26:34 AM |
| | but same issue now appears. says it has been over a year says last synced and it won't sync now | 1:27:00 AM |
| Shivam Singh | Okay allow me 2 minutes to check the same. | 1:28:50 AM |
| jsis | ok thank you | 1:28:56 AM |
| Shivam Singh | As I check there are some pending updates, we will have your QuickBooks updated overnight and will inform you about the same over the email | 1:31:11 AM |
| jsis | ok very good | 1:31:26 AM |
| Shivam Singh | Is there anything else I may help you with ? | 1:31:41 AM |
| | Are we still connected here? | 1:33:10 AM |
| | Are we still connected here? | 1:35:48 AM |
| | Are we still connected here? | 1:37:10 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:38:10 AM |
| | As there was no response, we are disconnecting the chat now. Also, we have noted your request regarding the bank feed issue. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:38:52 AM |
| | <i>Shivam Singh has ended this chat session</i> | 1:38:55 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 12:51:33 AM

#77264 Laurie Tyre

Email: laurie@applied-adventure.com 19708333139

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: GRAND JUNCTION

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 18 Secs

| | | |
|-------------|--|---------------------|
| Laurie Tyre | Hello, I am your Acebuddy | 21 May, 12:51:34 AM |
| Acebuddy | Hello Laurie Tyre, I'm your Ace Buddy. I'll be happy to assist you! | 12:51:35 AM |
| | Whom Would You Like to Connect With? | 12:51:35 AM |
| Laurie Tyre | Technical Support (QB & App Hosting) | 12:51:38 AM |
| Acebuddy | Welcome to Ace Support. | 12:51:38 AM |
| | Please chose an option : | 12:51:38 AM |
| Laurie Tyre | I'd like to raise a Request | 12:51:43 AM |
| Acebuddy | Please select your request type. | 12:51:43 AM |
| Laurie Tyre | Reboot your Server | 12:51:47 AM |
| Acebuddy | Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion. | 12:51:47 AM |
| | Do you need any further assistance on the topic? | 12:51:47 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 1:30:52 AM |
| | Ended due to chat idle timeout | 1:30:52 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 11:41:01 PM

#77363 Kathy Gosney

Email: kathy@ktgosney.com ☎ 9162088636

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: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

| | | |
|--------------|--|---------------------|
| Kathy Gosney | Hello, I am your Acebuddy | 22 May, 11:41:02 PM |
| Acebuddy | Hello Kathy Gosney, I'm your Ace Buddy. I'll be happy to assist you! | 11:41:02 PM |
| | Whom Would You Like to Connect With? | 11:41:02 PM |
| Kathy Gosney | Technical Support (QB & App Hosting) | 11:41:10 PM |
| Acebuddy | Welcome to Ace Support. | 11:41:10 PM |
| | Please chose an option : | 11:41:10 PM |
| Kathy Gosney | I'd like to raise a Request | 11:41:24 PM |
| Acebuddy | Please select your request type. | 11:41:24 PM |
| Kathy Gosney | Password Reset | 11:41:28 PM |
| Acebuddy | Please select an option below | 11:41:28 PM |
| Kathy Gosney | Already Enrolled to Selfcare Portal | 11:41:42 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 11:41:42 PM |
| | Do you need any further assistance on the topic? | 11:41:42 PM |
| Kathy Gosney | No | 11:41:50 PM |

Acebuddy Thank you for contacting Ace Support. Have a nice day! 11:41:51 PM

Acebuddy has ended this chat session 11:41:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 1 May, 5:26:50 AM

#76421 duane

Email: duane@cartercpatax.com 19703907348

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: 32 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript Chat Duration : 7 Mins 27 Secs

duane Hello, I am your Acebuddy 1 May, 5:26:51 AM

Acebuddy Hello Duane, I'm your Ace Buddy. I'll be happy to assist you! 5:26:52 AM

Whom Would You Like to Connect With? 5:26:52 AM

duane Technical Support (QB & App Hosting) 5:27:17 AM

Acebuddy Welcome to Ace Support. 5:27:17 AM

Please chose an option : 5:27:17 AM

duane I'd like to report an Issue 5:27:22 AM

Acebuddy Please select an option! 5:27:22 AM

duane Other Issue 5:27:26 AM

Acebuddy Please specify the issue you are facing before I connect you to an available support representative! 5:27:26 AM

| | | |
|---------------|---|------------|
| duane | following up on Ticket ID: 686497 | 5:27:47 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:27:48 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:27:48 AM |
| | <i>Anurag Sharma accepted the chat transfer request.</i> | 5:28:15 AM |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. | 5:28:19 AM |
| | Hello Duane | 5:28:22 AM |
| duane | Hi Anurag | 5:28:35 AM |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. | 5:29:42 AM |
| | Could you please confirm your username and the server name ? | 5:29:54 AM |
| duane | no problem, just want to get it working again | 5:30:01 AM |
| | cartercpaatx2.myrealdata.net | 5:30:20 AM |
| Anurag Sharma | Thanks for the confirmation ! | 5:30:28 AM |
| | Kindly allow me two minutes to check the same. | 5:30:32 AM |
| | May I take the remote access of your local computer? | 5:31:47 AM |
| | Are we still connected here? | 5:32:41 AM |
| | Are we still connected here? | 5:33:19 AM |
| | Are we still connected here? | 5:34:13 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 5:34:14 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:34:15 AM |
| | <i>Anurag Sharma has ended this chat session</i> | 5:34:18 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 10:42:58 PM

#77545 Kristin D Cooper

Email: kristin@kristincoopertaxprep.com ☎ 3605099456

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: PORT HADLOCK

State: Washington

Country: UNITED STATES

Chat Duration : 36 Mins 27 Secs

Chat Transcript

| | | |
|------------------|--|---------------------|
| Kristin D Cooper | Hello, I am your Acebuddy | 28 May, 10:42:59 PM |
| Acebuddy | Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you! | 10:43:00 PM |
| | Whom Would You Like to Connect With? | 10:43:00 PM |
| Kristin D Cooper | Technical Support (QB & App Hosting) | 10:43:05 PM |
| Acebuddy | Welcome to Ace Support. | 10:43:05 PM |
| | Please chose an option : | 10:43:05 PM |
| Kristin D Cooper | I'd like to raise a Request | 10:43:10 PM |
| Acebuddy | Please select your request type. | 10:43:10 PM |
| Kristin D Cooper | Other Request | 10:43:20 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 10:43:20 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:43:20 PM |
| Kristin D Cooper | Yes, I'm facing issues with my server | 10:43:29 PM |
| Acebuddy | Please select an option! | 10:43:29 PM |
| Kristin D Cooper | Other Issue | 10:43:33 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:43:33 PM |
| Kristin D Cooper | I need to move ATX back to my in-house desktop. ATX will not allow remote hosting. | 10:44:01 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:44:01 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:44:01 PM |
| | <i>Arjun Sikarwar declined the transfer request.</i> | 10:44:17 PM |
| | <i>Vignesh Arul accepted the chat transfer request.</i> | 10:44:23 PM |
| Vignesh Arul | Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today. | 10:44:30 PM |
| Kristin D Cooper | Hello Vignesh | 10:44:45 PM |

| | | |
|------------------|--|-------------|
| | As you may know, ATX is sending cease and desist letters regarding hosting, as well as canceling contracts for ATX users who have used Ace for remote hosting. I actually no longer need hosting, so this is a good time for me to migrate my ATX apps back to my desktop in-house. Can you assist with that? | 10:45:58 PM |
| | Should I start by downloading the ATX apps to my desktop? | 10:47:46 PM |
| Vignesh Arul | Thank you for sharing this information. Kindly allow me 4-5 time to review it. | 10:48:17 PM |
| | May I know where did you get the information about the same ? (Edited) | 10:48:48 PM |
| Kristin D Cooper | There is a rumor circulating the ATX is actually suing Ace Cloud Hosting | 10:48:51 PM |
| | My colleagues in an ATX user group are receiving letters and very expensive invoices from ATX | 10:49:13 PM |
| | I can send you the verbiage of the letter | 10:49:27 PM |
| Vignesh Arul | Kindly share the verbiage. | 10:50:14 PM |
| Kristin D Cooper | When I signed on with Ace I expressed concern over this issue and was told by the Ace Sales Person that it did not break the terms of my contract with ATX - but it does. They do not allow remote use of their software. | 10:50:26 PM |
| Vignesh Arul | Kristin, ATX is compatible with remote servers, and we have been providing support for ATX on the ACE server for a very long time. | 10:52:29 PM |
| Kristin D Cooper | I am getting the letter for you | 10:52:43 PM |
| Vignesh Arul | I understand the details you are sharing with me. Please allow me a few minutes to check, and I will get back to you shortly. | 10:53:04 PM |
| Kristin D Cooper | Please advise how to move off the remote server now, I need to do this immediately. Thank you! | 10:53:04 PM |
| | "Important Notice of Designated Office(s) and Authorized User Account Activity Reference is made to Universal Tax Systems, Inc.'s CCH Small Firm Services Standard Product License Agreement (for Tax Year 2024 Products) (the "License Agreement"). The License Agreement is for ATX Products (the "Software"). To Whom It May Concern: It has come to our attention that you are utilizing the Software at multiple locations. As you should be aware, the use of the Software in multiple locations not listed on the Order Confirmation, as well as use (of the Software) by persons not included within the Order Confirmation, constitutes a material breach of the License Agreement. You must immediately cease any use of the Software that does not conform to the License Agreement (including the Order Confirmation). In addition, you will receive an invoice for your use of the Software that is the cause for your material breach. We demand that (i) your Software use is adjusted to conform to the terms of the License Agreement and Order Confirmation, and (ii) you pay the outstanding amounts set forth on the invoice. If you fail to complete (i) and (ii), within 30 days from the date of receipt, access to your account may be suspended, and legal proceedings may be instituted (which could include an award of attorney's fees to Universal Tax Systems, Inc.). Please note, nothing set forth herein shall constitute a waiver of any rights and/or remedies to which we are entitled at law and/or equity, and all of such rights and/or remedies are expressly reserved. Important Notice of Designated Office(s) and Authorized User Account Activity Reference is made to Universal Tax Systems, Inc.'s CCH Small Firm Services Standard Product License Agreement (for Tax Year 2024 Products) (the "License Agreement"). The License Agreement is for ATX Products (the "Software")." | 10:53:48 PM |
| Vignesh Arul | Thank you for the information and allow 2 minutes to check the same. | 10:54:16 PM |
| Kristin D Cooper | It is a breach of license to "share" the software with Ace | 10:54:18 PM |
| | Thank you for your assistance. If you are unable to immediately migrate my data off the remote | |

| | | |
|------------------|--|-------------|
| | desktop and onto my personal desktop, I would ask to escalate to a supervisor. | 10:55:33 PM |
| Vignesh Arul | Let me quickly transfer this case to the concerned department that handles this procedure. | 10:56:21 PM |
| | Kindly share the best call back number. | 10:56:44 PM |
| Kristin D Cooper | 360.509.9456 | 10:56:59 PM |
| Vignesh Arul | Thanks for the confirmation ! | 10:57:06 PM |
| Kristin D Cooper | Thank you. This is urgent. Do you have written instructions I can follow to do the migration myself? | 10:57:27 PM |
| Vignesh Arul | I completely understand the urgency. This won't take much longer — I will ask the team to call you immediately. | 10:58:16 PM |
| Kristin D Cooper | Which teaM | 11:00:05 PM |
| | Sorry, which team is calling? | 11:00:11 PM |
| | Is it sales? | 11:00:14 PM |
| Vignesh Arul | You will be receiving a call shortly from the Customer Success Manager. | 11:01:08 PM |
| Kristin D Cooper | Will that person help me move my data? | 11:02:02 PM |
| | I do not wish to negotiate this. The data needs to get moved today. | 11:02:16 PM |
| Vignesh Arul | Kristin, I understand. This is not a negotiation, but rather the process of migration. | 11:05:59 PM |
| Kristin D Cooper | Okay thank you Vignesh! | 11:06:12 PM |
| Vignesh Arul | I appreciate your patience. I will make sure you receive proper assistance on this case. Thank you for sharing this information. | 11:07:00 PM |
| Kristin D Cooper | As you can understand, this is a matter of great concern. | 11:07:02 PM |
| Vignesh Arul | Surely I get that. | 11:07:16 PM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 11:10:15 PM |
| | You might be reciveing the call any moment now. | 11:11:52 PM |
| | They will be assisting you further. | 11:12:10 PM |
| | You may end this chat now. | 11:13:01 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:13:05 PM |
| | <i>Vignesh Arul has ended this chat session</i> | 11:19:27 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 4:29:53 PM

#77633 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: FAJARA

State: Banjul

Country: GAMBIA

Chat Transcript

Chat Duration : 37 Mins 37 Secs

| | | |
|---------------|--|--------------------|
| fady.hocheimy | Hello, I am your Acebuddy | 30 May, 4:29:54 PM |
| Acebuddy | Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you! | 4:29:55 PM |
| | Whom Would You Like to Connect With? | 4:29:55 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 5:07:32 PM |
| | <i>Ended due to chat idle timeout</i> | 5:07:32 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 May, 7:09:36 PM

#77470 Michelle Stenger

Email: michelle@stengerlandscaping.com ☎ 6108311900

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: SCHWENKSVILLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 31 Secs

| | | |
|------------------|--|--------------------|
| Michelle Stenger | Hello, I am your Acebuddy | 27 May, 7:09:38 PM |
| Acebuddy | Hello Michelle Stenger, I'm your Ace Buddy. I'll be happy to assist you! | 7:09:39 PM |
| | Whom Would You Like to Connect With? | 7:09:39 PM |
| Michelle Stenger | Technical Support (QB & App Hosting) | 7:09:41 PM |
| Acebuddy | Welcome to Ace Support. | 7:09:41 PM |
| | Please chose an option : | 7:09:41 PM |
| Michelle Stenger | I'd like to report an Issue | 7:09:50 PM |
| Acebuddy | Please select an option! | 7:09:50 PM |
| Michelle Stenger | QuickBooks Issue | 7:09:54 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 7:09:54 PM |
| Michelle Stenger | QuickBooks Update | 7:10:01 PM |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. | 7:10:01 PM |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. | 7:10:01 PM |
| | Do you need any further assistance on the topic? | 7:10:01 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 7:41:09 PM |
| | <i>Ended due to chat idle timeout</i> | 7:41:09 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 1:27:49 PM

#77129 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 35 Secs

City: MANSA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 24 Mins 45 Secs

| | | |
|----------|--|--------------------|
| krisika | Hello, I am your Acebuddy | 16 May, 1:27:51 PM |
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! | 1:27:52 PM |
| | Whom Would You Like to Connect With? | 1:27:52 PM |
| krisika | Technical Support (QB & App Hosting) | 1:27:56 PM |
| Acebuddy | Welcome to Ace Support. | 1:27:56 PM |
| | Please chose an option : | 1:27:56 PM |
| krisika | I'd like to report an Issue | 1:28:02 PM |
| Acebuddy | Please select an option! | 1:28:02 PM |
| krisika | Other Issue | 1:28:05 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:28:05 PM |
| krisika | Hi | 1:28:11 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:28:11 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:28:11 PM |
| krisika | Hi | 1:28:25 PM |
| | Hi | 1:28:56 PM |
| | <i>Ayush kumar accepted the chat transfer request.</i> | 1:29:02 PM |
| | <i>Ayush kumar is transferring the chat to Karan Kanwal.</i> | 1:29:19 PM |
| | <i>Karan Kanwal accepted the chat transfer request.</i> | 1:29:28 PM |

| | | |
|--------------|--|------------|
| Karan Kanwal | Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today. | 1:29:32 PM |
| krisika | Quickbook not open in all PC | 1:29:58 PM |
| Karan Kanwal | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:30:05 PM |
| krisika | Priorware.myrealdata.com | 1:30:39 PM |
| Karan Kanwal | Kindly confirm which version of QuickBooks is not launching 22 or 24 or both? | 1:31:35 PM |
| krisika | Quickbook version 24 | 1:31:58 PM |
| Karan Kanwal | When was the last time it was working? | 1:32:18 PM |
| krisika | Now quickbook close | 1:34:17 PM |
| Karan Kanwal | Kindly confirm, right now QuickBooks is working for all users? | 1:34:47 PM |
| krisika | Yes | 1:34:59 PM |
| Karan Kanwal | Is there anything else I may help you with ? | 1:35:09 PM |
| krisika | Quickbook not open in all user | 1:35:31 PM |
| Karan Kanwal | Is there any error message popping up? | 1:35:58 PM |
| | Are we connected? | 1:37:08 PM |
| krisika | Yes | 1:37:18 PM |
| Karan Kanwal | Kindly confirm, is there any error message popping up? | 1:37:46 PM |
| | Are we still connected here? | 1:39:13 PM |
| krisika | Not responding error | 1:39:13 PM |
| Karan Kanwal | Alright thank you for the confirmation. | 1:39:27 PM |
| | As you mentioned all users are unable to access QuickBooks right now, hence I'm proceeding with server reboot. | 1:39:59 PM |
| | Kindly notify your co-workers to save their work before logging off, in the meantime I'm dropping them a message at their end as well. | 1:40:42 PM |
| | The server will be rebooted in the next 3 mins. | 1:42:55 PM |
| | The server will be rebooted in the next 1 min. | 1:45:17 PM |
| krisika | You are server rebooting ? | 1:46:30 PM |
| Karan Kanwal | The server has been rebooted now, kindly hold on for 2-3 min it should be up and running. | 1:46:48 PM |
| | The server is up and running now, kindly login to the server and confirm if the QuickBooks is working or not. | 1:48:31 PM |
| krisika | Ok | 1:48:33 PM |
| Karan Kanwal | Kindly confirm is the Quickbooks working, now? | 1:50:15 PM |
| krisika | Yes | 1:50:24 PM |
| | Thank u | 1:50:29 PM |

| | | |
|--------------|---|------------|
| Karan Kanwal | Alright | 1:51:01 PM |
| | Is there anything else I may help you with ? | 1:51:05 PM |
| krisika | No | 1:51:09 PM |
| | Thank u | 1:51:13 PM |
| Karan Kanwal | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:52:27 PM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 1:52:31 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 1:52:34 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).) | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |

Karan Kanwal has ended this chat session

1:52:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 3:52:16 AM

#77619 Susan Szoke

Email: sszoke@rooftechconsulting.com ☎ 16184441972

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: 4 Mins 53 Secs

City: BREESE

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 22 Mins

| | | |
|-------------|---|--------------------|
| Susan Szoke | Hello, I am your Acebuddy | 30 May, 3:52:17 AM |
| Acebuddy | Hello Sszoke, I'm your Ace Buddy. I'll be happy to assist you! | 3:52:18 AM |
| | Whom Would You Like to Connect With? | 3:52:18 AM |
| Susan Szoke | Managed IT | 3:52:26 AM |
| Acebuddy | Please wait while we connect you to an available Representative. | 3:52:26 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:52:26 AM |
| | <i>Himanshu accepted the chat transfer request.</i> | 3:52:45 AM |
| Susan Szoke | I have a new user who needs access to ace cloud hosting. | 3:52:45 AM |
| | <i>Himanshu is transferring the chat to Support(QB & App Hosting).</i> | 3:52:58 AM |
| | <i>Tushar accepted the chat transfer request.</i> | 3:54:07 AM |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 3:54:22 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 3:54:34 AM |
| Susan Szoke | how do I find our server name? | 3:56:24 AM |
| Tushar | May I know your company name ? | 3:57:41 AM |
| Susan Szoke | RoofTech Consulting | 3:58:34 AM |
| | hello, I need this right away | 4:01:33 AM |
| | ACE Cloud Dedicated Server : RoofTech Consulting, Inc.: CID74546 | 4:02:27 AM |
| | are you there? | 4:03:35 AM |
| Tushar | I deeply apologize for the inconvenience caused to you. | 4:10:46 AM |
| | Had an issue with my system. | 4:11:14 AM |
| | To add a new user, you can use My Portal to add remove any user you like. | 4:12:17 AM |
| | <i>4:13:03 AM Tushar is sharing a file with you</i> | |
| | <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB) | 4:13:03 AM |
| | <i>This is the guide which will help you use MyPortal your user name will be CID74546</i> | |
| | Now you can Add / Remove users as well as reset their passwords (if need be) from your end via Ace MyPortal . We have attached a comprehensive user management guide to help you seamlessly complete this process. The attached document provides clear instructions on adding new users and removing existing ones along with instructions on How to reset the password. | |
| | Please log in to https://myportal.acecloudhosting.com/login . Your username will be your CID number . In case you forget your password, kindly reset it by clicking on 'Forgot Password'. | 4:13:43 AM |

Please note that only registered account owner is allowed to perform the user's management activity through the user guide.

| | | |
|-------------|--|------------|
| | Is there anything else I may help you with ? | 4:15:04 AM |
| Susan Szoke | not sure what you mean my user name is cid number. I tried that and it didn't work | 4:20:29 AM |
| Tushar | May I take the remote access of your local computer? | 4:27:29 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 4:27:32 AM |
| | I will be guiding you through the MyPortal process. | 4:27:44 AM |
| | Are we still connected here? | 4:31:43 AM |
| | Are we still connected here? | 4:33:26 AM |
| | Are we still connected here? | 4:37:00 AM |
| Susan Szoke | I figured it out. I have the user added. But she can only have access to the quickbooks program nothing else. Do not want her to have access to files on the desktop. | 4:38:57 AM |
| Tushar | Okay. | 4:41:21 AM |
| | You can have custom access set up for users on your server. To proceed, please email us at support@acecloudhosting.com with your specific requirements. Once we receive your request, one of our engineers will work on it and notify you via email once the setup is complete. | 4:43:53 AM |
| | Are we still connected here? | 4:46:49 AM |
| | <i>Tushar has ended this chat session</i> | 5:14:25 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 12:49:07 AM

#77039 John

Email: john@hpifinishingsupply.com ☎ 13145693655

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 34 Secs

| | | |
|-----------------|--|---------------------|
| John | Hello, I am your Acebuddy | 15 May, 12:49:08 AM |
| Acebuddy | Hello John Perry, I'm your Ace Buddy. I'll be happy to assist you! | 12:49:09 AM |
| | Whom Would You Like to Connect With? | 12:49:09 AM |
| John | Technical Support (QB & App Hosting) | 12:50:53 AM |
| Acebuddy | Welcome to Ace Support. | 12:50:54 AM |
| | Please chose an option : | 12:50:54 AM |
| John | I'd like to raise a Request | 12:50:59 AM |
| Acebuddy | Please select your request type. | 12:50:59 AM |
| John | Other Request | 12:52:00 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 12:52:00 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 12:52:00 AM |
| John | Yes, I'm facing issues with my server | 12:52:13 AM |
| Acebuddy | Please select an option! | 12:52:13 AM |
| John | Other Issue | 12:52:22 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:52:22 AM |
| John | RDP is logging in the incorrect user. Perhaps Windows has saved the incorrect login. I am unable to fix that. | 12:53:28 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:53:28 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:53:28 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 12:54:00 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 12:54:14 AM |
| | I will surely help you with this issue. Please share a screenshot to review the issue. | 12:54:41 AM |
| | Are we still connected here? | 12:57:34 AM |
| | <i>12:57:46 AM John is sharing a file with you image.png - (Size:141.5 KB)</i> | 12:57:46 AM |
| | <i>It reads as user Paula Frey however it is using John Perry</i> | |
| | I understand the credentials used to login is for John Perry but the computer name is showing as Paula Frey, is that correct? | 12:59:22 AM |
| John | In reverse. Clicked RDP for Paula and got John | 1:00:08 AM |

| | | |
|-----------------|---|------------|
| Ashutosh Mishra | I just checked from backend and currently two users are logged in that is Michelle and John, so it looks like the RDP needs to be renamed since it is using credentials for John. | 1:02:23 AM |
| | May I take the remote access of your local computer? | 1:02:40 AM |
| John | Yes you may. However I still use my own RDP John Perry. When Paula clicks hers it knocks me off. | 1:04:10 AM |
| Ashutosh Mishra | Okay, i understand that Paula has the wrong RDP application. I can send the new RDP for Paula. | 1:05:48 AM |
| John | Take over if you like | 1:06:17 AM |
| Ashutosh Mishra | Sure, do you have any existing ticket open for this concern? | 1:07:37 AM |
| John | This conversation is all I have | 1:09:29 AM |
| Ashutosh Mishra | I noticed you were facing similar issue under ticket #680194 when you were getting logged in as Lauren Crabtree. | 1:12:02 AM |
| | This was resolved earlier. | 1:12:24 AM |
| John | Yes this seems similar with another login | 1:12:37 AM |
| Ashutosh Mishra | Let me send you a new RDP for your login. | 1:12:56 AM |
| | <i>1:14:24 AMAshutosh Mishra is sharing a file with you JohnPerry@myrealdata.net.rdp.zip - (Size:815 Bytes)</i> | 1:14:24 AM |
| | <i>Unzip this file and login with the given RDP.</i> | |
| | Are we still connected here? | 1:16:48 AM |
| John | Working on it | 1:17:54 AM |
| Ashutosh Mishra | Sure | 1:18:04 AM |
| | Paula is inactive from the backend, i have activated her account and will also share RDP for her login. | 1:21:14 AM |
| John | Is it possible to email the new RDP? | 1:22:42 AM |
| Ashutosh Mishra | Yes i can do that | 1:22:48 AM |
| John | john@hpifinishingsupply.com | 1:25:55 AM |
| Ashutosh Mishra | I have just sent you the email with the RDP attached for Paula and John. | 1:27:27 AM |
| | You would have received email with the ticket id #694359. | 1:28:39 AM |
| | Are we still connected here? | 1:30:20 AM |
| John | I have logged in with John succesfully. I think? | 1:31:02 AM |
| Ashutosh Mishra | John, Is there anything else I may help you with ? | 1:31:09 AM |
| | I do see you are logged in the server. | 1:31:32 AM |
| | I am glad to see that Paula has also just logged in. Now both of the users are connected. | 1:32:48 AM |
| | Are we still connected here? | 1:34:06 AM |
| | Are we still connected here? | 1:36:04 AM |
| John | ok that is all | 1:37:27 AM |

Ashutosh Mishra Thanks for the confirmation ! 1:37:34 AM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 1:37:37 AM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! 1:37:40 AM

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

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

Ashutosh Mishra has ended this chat session

1:37:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 16 May, 1:56:11 AM

#77110 Vin Davis

Email: vin@leepropertygroup.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: SAN LEANDRO

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 28 Mins 2 Secs

Vin Davis 16 May, 1:56:12 AM
Hello, I am your Acebuddy

| | | |
|-----------------|---|------------|
| Acebuddy | Hello Vin Davis, I'm your Ace Buddy. I'll be happy to assist you! | 1:56:13 AM |
| | Whom Would You Like to Connect With? | 1:56:13 AM |
| Vin Davis | Technical Support (QB & App Hosting) | 1:56:25 AM |
| Acebuddy | Welcome to Ace Support. | 1:56:25 AM |
| | Please chose an option : | 1:56:25 AM |
| Vin Davis | I'd like to report an Issue | 1:56:36 AM |
| Acebuddy | Please select an option! | 1:56:36 AM |
| Vin Davis | Other Issue | 1:56:46 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:56:46 AM |
| Vin Davis | When trying to attach a file in QB, I am getting an error message that TSScan Registration is expired. I believe credit card payment was made 4-24-25. | 1:58:02 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:58:03 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:58:03 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 1:58:08 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 1:58:17 AM |
| | I will surely help you with this issue. | 1:58:38 AM |
| | Kindly help me with your server name and user name? | 1:58:48 AM |
| Vin Davis | Qblivepro1.myreldata.net | 1:59:17 AM |
| | User: myreldata\VinD.pro1 | 1:59:54 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 2:00:51 AM |
| | Kindly allow me few minutes to check the same. | 2:01:01 AM |
| | May I take the remote access of your server? | 2:01:37 AM |
| Vin Davis | Yes | 2:02:11 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 2:02:28 AM |
| | May I take the remote access of your local computer? | 2:10:35 AM |
| Vin Davis | Yes | 2:10:52 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 2:11:01 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 2:11:13 AM |
| | https://assist.acecloudhosting.com/join/6852242466 | 2:11:20 AM |
| | As per discussion over the remote session, The issue will be resolved by the relevant team since the TSScan is not working due to license expiry issue. | 2:23:22 AM |
| Vin Davis | Thank you. | 2:23:57 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 2:24:09 AM |

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

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

2:24:12 AM

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

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

Ashutosh Mishra has ended this chat session

2:24:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 9:17:30 PM

#77028 jean duvall

Email: jean@marinecitycontracting.com ☎ 18105313586

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 10 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 33 Secs

| | | |
|-------------|--|--------------------|
| jean duvall | Hello, I am your Acebuddy | 14 May, 9:17:31 PM |
| Acebuddy | Hello Jean, I'm your Ace Buddy. I'll be happy to assist you! | 9:17:32 PM |
| | Whom Would You Like to Connect With? | 9:17:32 PM |
| jean duvall | | |

| | | |
|----------------|--|------------|
| | Technical Support (QB & App Hosting) | 9:17:36 PM |
| Acebuddy | Welcome to Ace Support. | 9:17:36 PM |
| | Please chose an option : | 9:17:36 PM |
| jean duvall | I'd like to raise a Request | 9:17:40 PM |
| Acebuddy | Please select your request type. | 9:17:40 PM |
| jean duvall | Other Request | 9:17:51 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 9:17:51 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 9:17:51 PM |
| jean duvall | Yes, I'm facing issues with my server | 9:18:20 PM |
| Acebuddy | Please select an option! | 9:18:20 PM |
| jean duvall | Other Issue | 9:18:27 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:18:27 PM |
| jean duvall | login | 9:18:36 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:18:37 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:18:37 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 9:19:05 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 9:19:08 PM |
| | Hello Jean | 9:19:14 PM |
| | I will surely help you with this issue. | 9:19:25 PM |
| | May I take the remote access of your local computer? | 9:19:30 PM |
| jean duvall | I'm having trouble logging in. I've changed my password | 9:19:52 PM |
| | yes | 9:19:54 PM |
| Shashwat Verma | Okay | 9:19:57 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:20:01 PM |
| | https://assist.acecloudhosting.com/join/5802952332 | 9:20:14 PM |
| | Kindly Click on the link and open the downloaded file. | 9:20:20 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:21:24 PM |
| | Are we still connected here? | 9:27:06 PM |
| | Are we still connected here? | 9:28:11 PM |
| jean duvall | I lost connection for a minute | 9:29:13 PM |

| | | |
|----------------|--|------------|
| Shashwat Verma | Okay | 9:29:18 PM |
| jean duvall | Am I supposed to keep trying? | 9:31:26 PM |
| Shashwat Verma | As per the remote session, issue resolved by resetting the password. | 9:35:56 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:35:59 PM |
| | <i>Shashwat Verma has ended this chat session</i> | 9:36:05 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 8:52:31 PM

#77298 Krisy Murray

Email: acctg@atavolaboise.com 2087610498

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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Secs

| | | |
|--------------|--|--------------------|
| Krisy Murray | Hello, I am your Acebuddy | 21 May, 8:52:32 PM |
| Acebuddy | Hello Krisy Murray, I'm your Ace Buddy. I'll be happy to assist you! | 8:52:32 PM |
| | Whom Would You Like to Connect With? | 8:52:32 PM |
| Krisy Murray | Technical Support (QB & App Hosting) | 8:52:36 PM |
| Acebuddy | Welcome to Ace Support. | 8:52:37 PM |
| | Please chose an option : | 8:52:37 PM |
| Krisy Murray | I'd like to raise a Request | 8:52:44 PM |
| Acebuddy | | |

| | | |
|--------------|---|------------|
| | Please select your request type. | 8:52:44 PM |
| Krisy Murray | Application Version Upgrade | 8:52:54 PM |
| Acebuddy | Please select the application you would like to upgrade : | 8:52:54 PM |
| Krisy Murray | ProSeries | 8:53:02 PM |
| Acebuddy | Kindly download the ProSeries setup file from your application portal and save it on your server desktop. | 8:53:02 PM |
| | Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email. | 8:53:02 PM |
| | Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time. | 8:53:02 PM |
| | Do you need any further assistance on the topic? | 8:53:02 PM |
| Krisy Murray | No | 8:53:12 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 8:53:13 PM |
| | <i>Acebuddy has ended this chat session</i> | 8:53:13 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 7:45:30 PM

#77445 Jack Stinson

Email: stinsonsvillage@gmail.com ☎ 16036678966

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 5 Secs

City: HANOVER

State: Vermont

Country: UNITED STATES

Chat Transcript

| | | |
|----------------|---|--------------------|
| Jack Stinson | Hello, I am your Acebuddy | 26 May, 7:45:32 PM |
| Acebuddy | Hello Jack Stinson, I'm your Ace Buddy. I'll be happy to assist you! | 7:45:32 PM |
| | Whom Would You Like to Connect With? | 7:45:32 PM |
| Jack Stinson | VDI/DaaS Support | 7:45:48 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 7:45:48 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:45:48 PM |
| | <i>Sushant accepted the chat transfer request.</i> | 7:45:55 PM |
| Sushant | Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today. | 7:50:14 PM |
| | <i>Sushant is transferring the chat to Support(QB & App Hosting).</i> | 7:51:58 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 7:52:14 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 7:52:25 PM |
| Jack Stinson | Great just upgraded to 2024 Quickbooks. Issue is slow at understanding how to now sign in. ? Believe new platform new sign in code need-have failed | 7:52:30 PM |
| Anjainay Singh | Please allow me two minutes so that I can look into the request . | 7:55:42 PM |
| Jack Stinson | Thank you | 7:55:53 PM |
| Anjainay Singh | May I take the remote access of your server? | 7:56:03 PM |
| Jack Stinson | yes | 7:56:08 PM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 7:56:30 PM |
| Jack Stinson | done | 7:56:39 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/6892623450 | 7:56:44 PM |
| | Please copy this URL at your server browser so that I can access your server . | 7:57:02 PM |
| | Are you logged into the server? | 8:01:12 PM |
| Jack Stinson | I try to sign in but- normally proceed fails | 8:02:06 PM |
| Anjainay Singh | It means you are not able to sign into the server. | 8:02:32 PM |
| Jack Stinson | Yes | 8:02:44 PM |
| | unsure if password was changed when I upgraded | 8:03:21 PM |
| Anjainay Singh | May I take the remote access of your local computer? | 8:03:29 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 8:03:36 PM |
| Jack Stinson | Trying repeatedly now | 8:03:54 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/4892254588 | 8:03:58 PM |

| | | |
|----------------|---|------------|
| | Please copy this new URL at your local machine browser and click on downloaded file and click on allow . | 8:04:45 PM |
| Jack Stinson | i think it almost worked | 8:06:17 PM |
| | <i>8:07:12 PM Jack Stinson is sharing a file with you image.jpg - (Size:4.65 MB)</i> | 8:07:12 PM |
| Anjainay Singh | You need to click on Agree and Download. | 8:07:47 PM |
| Jack Stinson | Yes I have many times | 8:08:19 PM |
| Anjainay Singh | Alternatively we may assist you on call for quick resolution. | 8:08:48 PM |
| | Please provide your call back details in below format Call back number- Timezone- Suitable time for call- (Edited) | 8:09:17 PM |
| Jack Stinson | 603-643-6986 | 8:09:36 PM |
| Anjainay Singh | Please also share Timezone- Suitable time for call- | 8:09:50 PM |
| Jack Stinson | anytime next 4 hours | 8:10:17 PM |
| Anjainay Singh | I will pas all your queries regarding QB and server login. | 8:11:21 PM |
| | One of our senior engineer will reach you over call for further assistance . | 8:11:45 PM |
| Jack Stinson | Easter standard time | 8:11:51 PM |
| Anjainay Singh | Is there anything else regarding which you need assistance? | 8:13:28 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 8:18:20 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 8:18:22 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 1:26:37 AM

#76474 Gabriel Malavolti

Email: gmalavolti@tavola.group ☎ 13128824306

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: 8 Secs

City: GLENVIEW

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins

| | | |
|-------------------|---|-------------------|
| Gabriel Malavolti | Hello, I am your Acebuddy | 2 May, 1:26:38 AM |
| Acebuddy | Hello Maria Sentic, I'm your Ace Buddy. I'll be happy to assist you! | 1:26:39 AM |
| | Whom Would You Like to Connect With? | 1:26:39 AM |
| Gabriel Malavolti | Technical Support (QB & App Hosting) | 1:27:16 AM |
| Acebuddy | Welcome to Ace Support. | 1:27:16 AM |
| | Please chose an option : | 1:27:16 AM |
| Gabriel Malavolti | I'd like to raise a Request | 1:27:23 AM |
| Acebuddy | Please select your request type. | 1:27:23 AM |
| Gabriel Malavolti | Password Reset | 1:27:28 AM |
| Acebuddy | Please select an option below | 1:27:28 AM |
| Gabriel Malavolti | Not Enrolled to Selfcare Portal | 1:27:33 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 1:27:33 AM |
| | Do you need any further assistance on the topic? | 1:27:33 AM |
| Gabriel Malavolti | Yes | 1:27:39 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:27:39 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:27:39 AM |
| Gabriel Malavolti | i was told to do this, but i dont know my CID number -- Please log in to https://myportal.acecloudhosting.com/login . Your username will be your CID number. In case you forget your password, kindly reset it by clicking on 'Forgot Password'. | 1:28:04 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 1:28:46 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 1:28:49 AM |
| | Hello Maria | 1:28:54 AM |
| Gabriel Malavolti | what is the CID number for my ace account | 1:29:22 AM |

| | | |
|----------------|---|------------|
| Shashwat Verma | I will surely help you with this issue. | 1:29:36 AM |
| | Kindly allow me two minutes to check the same. | 1:29:38 AM |
| CID68189 | | 1:30:00 AM |
| | Here is the CID | 1:30:07 AM |
| | Do you need further assistance to access the myportal? | 1:30:35 AM |
| | Are we still connected here? | 1:32:11 AM |
| | Are we still connected here? | 1:33:50 AM |
| | Are we still connected here? | 1:35:21 AM |
| | <i>The visitor's email address and phone number were changed.</i> | 1:35:50 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:38:58 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 1:39:38 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 13 May, 5:52:22 AM

#76949 Bonnie Crabtree

Email: bonnie@crabtreebookkeeping.com ☎ 12095526490

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 50 Secs

City: YUBA CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 36 Secs

| | | |
|-----------------|---|--------------------|
| Bonnie Crabtree | Hello, I am your Acebuddy | 13 May, 5:52:23 AM |
| Acebuddy | Hello Bonnie, I'm your Ace Buddy. I'll be happy to assist you! | 5:52:24 AM |
| | Whom Would You Like to Connect With? | 5:52:24 AM |
| Bonnie Crabtree | Technical Support (QB & App Hosting) | 5:52:28 AM |
| Acebuddy | Welcome to Ace Support. | 5:52:28 AM |
| | Please chose an option : | 5:52:28 AM |
| Bonnie Crabtree | I'd like to report an Issue | 5:52:35 AM |
| Acebuddy | Please select an option! | 5:52:35 AM |
| Bonnie Crabtree | QuickBooks Issue | 5:52:39 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:52:39 AM |
| Bonnie Crabtree | Other QB related issue | 5:52:54 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:52:55 AM |
| Bonnie Crabtree | Sorry not QuickBooks. We can't seem to login into Wells Fargo and the credentials work find outside of the Virtual Machine. | 5:53:26 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:53:27 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:53:27 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 5:53:52 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 5:54:12 AM |
| Bonnie Crabtree | hello | 5:55:26 AM |
| Ashutosh Mishra | Is wells fargo your account with the bank or is it any application on the server. Or is it QuickBooks bank feed issue. | 5:55:29 AM |
| Bonnie Crabtree | logging in using a browser | 5:57:09 AM |
| Ashutosh Mishra | Are you trying to connect directly to Wells Fargo account on browser, in that case i would suggest checking with support of Wells Fargo since the issue seems to be unrelated to Ace servers. | 5:58:08 AM |
| Bonnie Crabtree | No. No. We can log in just find on our computers just not in the VM | 5:58:32 AM |
| Ashutosh Mishra | Are you connected to Ace server, can we check the issue on your end? | 6:00:47 AM |
| Bonnie Crabtree | Yes. using Debra's machine | 6:01:52 AM |
| Ashutosh Mishra | Okay | 6:02:06 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 6:02:09 AM |
| Bonnie Crabtree | ok | 6:02:38 AM |
| Ashutosh Mishra | As discussed over remote session i am transferring you to another agent who will be able to assist further with the concern. (Edited) | 6:08:44 AM |
| | <i>Ashutosh Mishra is transferring the chat to Shubham Kataria.</i> | 6:08:54 AM |

| | | |
|-----------------|--|------------|
| Bonnie Crabtree | Thank you | 6:09:00 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 6:09:07 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 6:09:16 AM |
| Bonnie Crabtree | Hi | 6:09:22 AM |
| Shubham Kataria | Hello bonnie | 6:09:32 AM |
| | May I take the remote access of your local computer? | 6:09:51 AM |
| Bonnie Crabtree | yes | 6:09:57 AM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. | 6:10:12 AM |
| | https://assist.acecloudhosting.com/join/3982460149 | 6:10:28 AM |
| Bonnie Crabtree | access Debra's VM | 6:10:28 AM |
| | You want us to access via the local machine or the VM | 6:11:12 AM |
| Shubham Kataria | We require to take the session of local computer | 6:11:34 AM |
| | Please ask the user connect on this link | 6:11:48 AM |
| Bonnie Crabtree | working on it | 6:13:22 AM |
| | 398-246-0149 | 6:13:48 AM |
| Shubham Kataria | No problem, take your time | 6:14:05 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:15:04 AM |
| Bonnie Crabtree | sire | 6:15:15 AM |
| Shubham Kataria | Thank you for your patience. | 6:38:40 AM |
| | As per our remote session with Debra, issue got resolved | 6:38:54 AM |
| | Is there anything else I may help you with ? | 6:38:57 AM |
| Bonnie Crabtree | It's not necessarily resolved. But it's bringing up that code thing so at least we can get in. But it looks like it may be a wells fargo permissions thing. Have to look into it. Thanks for your help. | 6:39:54 AM |
| Shubham Kataria | For your reference, I will keep the ticket open for next two days, if user faces any issue again. please revert over the same email then we will connect over a conference call along with the wells fargo support team. | 6:40:54 AM |
| | Are we still connected here? | 6:41:43 AM |
| | As you're disconnected from the chat, we are ending the chat session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 6:42:57 AM |
| | <i>Shubham Kataria has ended this chat session</i> | 6:42:59 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 9:03:09 PM

#77077 sasha perry

Email: cpa@buffalofinances.com ☎ 9193870306

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: 15 Secs

City: APEX

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 50 Secs

| | | |
|-------------|--|--------------------|
| sasha perry | Hello, I am your Acebuddy | 15 May, 9:03:10 PM |
| Acebuddy | Hello Sasha Perry, I'm your Ace Buddy. I'll be happy to assist you! | 9:03:12 PM |
| | Whom Would You Like to Connect With? | 9:03:12 PM |
| sasha perry | Technical Support (QB & App Hosting) | 9:03:18 PM |
| Acebuddy | Welcome to Ace Support. | 9:03:18 PM |
| | Please chose an option : | 9:03:18 PM |
| sasha perry | I'd like to report an Issue | 9:03:31 PM |
| Acebuddy | Please select an option! | 9:03:31 PM |
| sasha perry | Password Reset | 9:03:36 PM |
| Acebuddy | Please select an option below | 9:03:36 PM |
| sasha perry | Already Enrolled to Selfcare Portal | 9:03:47 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 9:03:47 PM |
| | Do you need any further assistance on the topic? | 9:03:47 PM |

| | | |
|----------------|---|------------|
| sasha perry | Yes | 9:04:26 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 9:04:27 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:04:27 PM |
| sasha perry | can you send me the link to the selfcare portal | 9:04:56 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 9:05:41 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 9:05:46 PM |
| | Hello | 9:05:49 PM |
| | I will surely help you with this issue. | 9:05:54 PM |
| | http://selfcare.acecloudhosting.com/ | 9:06:04 PM |
| | Here is the link | 9:06:12 PM |
| | Is there anything else I may help you with ? | 9:06:50 PM |
| sasha perry | i may need more help let me try logging on | 9:08:59 PM |
| Shashwat Verma | I will surely help you with this issue. | 9:09:08 PM |
| | May I take the remote access of your local computer? | 9:09:11 PM |
| sasha perry | sure | 9:09:51 PM |
| | can you tell me my login username? | 9:10:03 PM |
| Shashwat Verma | Sasha.P@myrealdata.net | 9:10:33 PM |
| | Here is your username | 9:10:39 PM |
| | Use only Sasha.P in forgot password section, if you are trying to reset the password | 9:11:08 PM |
| | Are we still connected here? | 9:15:35 PM |
| | Are we still connected here? | 9:18:27 PM |
| | Are we still connected here? | 9:20:24 PM |
| sasha perry | i got in, thank you so much for your help | 9:21:47 PM |
| Shashwat Verma | Perfect | 9:21:54 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:21:57 PM |
| | <i>Shashwat Verma has ended this chat session</i> | 9:22:01 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 7:48:13 PM

#77293 William A. Costley, Jr. EA

Email: will@williamcostleyllc.com ☎ 17702021212

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 35 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 51 Mins 1 Sec

| | | |
|-------------------------------|---|-----------------------|
| William A. Costley, Jr. EA | Hello, I am your Acebuddy | 21 May, 7:48:15 PM |
| Acebuddy | Hello William A. Costley, Jr. Ea, I'm your Ace Buddy. I'll be happy to assist you! | 7:48:16 PM |
| | Whom Would You Like to Connect With? | 7:48:16 PM |
| William A. Costley, Jr. EA | Managed Security | 7:48:25 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 7:48:25 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:48:25 PM |
| | <i>Abhijeet Arun Thakur accepted the chat transfer request.</i> | 7:48:32 PM |
| Abhijeet Arun Thakur | Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today? | 7:48:43 PM |
| William A. Costley, Jr. EA | HI Abhijet My name is Anil Kushwah | 7:49:13 PM |
| Abhijeet Arun Thakur | Thank you sharing the details. Let me transfer you to the concerned team. | 7:54:13 PM |
| | <i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i> | 7:54:28 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 7:54:35 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 7:54:43 PM |
| | Could you please mention your issue so that I can assist you accordingly . | 7:58:02 PM |

Are we still connected here? 8:01:51 PM

Are we still connected here? 8:05:15 PM

Are we still connected here? 8:07:36 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. 8:39:16 PM

Ended due to chat idle timeout 8:39:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 4:55:08 PM

#76821 Alan Rouse

Email: alanr@issisandsons.com ☎ 12053936289

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: 44 Secs

City: PELHAM

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 14 Secs

| | | |
|------------|---|-------------------|
| Alan Rouse | Hello, I am your Acebuddy | 9 May, 4:55:10 PM |
| Acebuddy | Hello Alanr, I'm your Ace Buddy. I'll be happy to assist you! | 4:55:11 PM |
| | Whom Would You Like to Connect With? | 4:55:11 PM |
| Alan Rouse | Technical Support (QB & App Hosting) | 4:55:42 PM |
| Acebuddy | Welcome to Ace Support. | 4:55:42 PM |
| | Please chose an option : | 4:55:42 PM |

| | | |
|---------------|--|------------|
| Alan Rouse | I'd like to report an Issue | 4:55:55 PM |
| Acebuddy | Please select an option! | 4:55:55 PM |
| Alan Rouse | Other Issue | 4:56:02 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:56:02 PM |
| Alan Rouse | When I connect to ace cloud hosting the system freezes at the multifactor authentication portion and then ends the process. I have restarted my computer and still have the same issues | 4:56:48 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:56:49 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:56:49 PM |
| | <i>Anurag Sharma accepted the chat transfer request.</i> | 4:56:54 PM |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. | 4:56:57 PM |
| | Hello Alanr | 4:57:07 PM |
| Alan Rouse | Hello how are you | 4:57:14 PM |
| Anurag Sharma | I am good, what about you? | 4:58:55 PM |
| Alan Rouse | good just really need to get into my quickbooks to write some checks asap | 4:59:50 PM |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. | 4:59:58 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:00:01 PM |
| Alan Rouse | issis.myrealdata.net | 5:00:25 PM |
| | alan.rouse | 5:00:29 PM |
| Anurag Sharma | Thanks for the confirmation ! | 5:00:39 PM |
| | May I take the remote access of your local computer? | 5:00:45 PM |
| Alan Rouse | yes | 5:00:51 PM |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. | 5:00:56 PM |
| Alan Rouse | ok give me a minute | 5:01:08 PM |
| Anurag Sharma | Sure, please take your time | 5:01:23 PM |
| | Are we still connected here? | 5:03:34 PM |
| Alan Rouse | I am ready | 5:04:33 PM |
| Anurag Sharma | Thanks for the confirmation ! | 5:04:51 PM |
| | https://assist.acecloudhosting.com/join/7622840328 | 5:04:55 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 5:04:59 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 5:06:04 PM |
| Alan Rouse | I have | 5:06:05 PM |

| | | |
|---------------|---|------------|
| | ok | 5:06:14 PM |
| | ok | 5:10:47 PM |
| Anurag Sharma | Alan I deeply apologize for the inconvenience caused to you. | 5:11:02 PM |
| | I would like to inform you that this problem is being caused by an issue on the backend. | 5:11:53 PM |
| | Our team is currently working on this issue. | 5:12:05 PM |
| | Please try to login again after 30 minutes. | 5:12:18 PM |
| Alan Rouse | ok thank you | 5:12:25 PM |
| Anurag Sharma | The issue should get fixed by this time. | 5:12:37 PM |
| Alan Rouse | thanks so much for your help | 5:12:46 PM |
| Anurag Sharma | Thank you for understanding. | 5:12:57 PM |
| | Is there anything else I may help you with ? | 5:12:59 PM |
| Alan Rouse | that is it | 5:13:07 PM |
| Anurag Sharma | Thanks for the confirmation ! | 5:13:12 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:13:19 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 5:13:22 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).) | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Anurag Sharma has ended this chat session</i> | 5:13:24 PM |



Chat Transcript

Hello, I am your Acebuddy

#76894 jean duvall

Email: jean@marinecitycontracting.com  18105313586

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: DUBLIN

State: Dublin

Country: IRELAND

Chat Transcript

Chat Duration : 25 Mins 12 Secs

| | | |
|-----------------|---|--------------------|
| jean duvall | Hello, I am your Acebuddy | 12 May, 3:44:32 PM |
| Acebuddy | Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you! | 3:44:33 PM |
| | Whom Would You Like to Connect With? | 3:44:33 PM |
| jean duvall | Technical Support (QB & App Hosting) | 3:44:46 PM |
| Acebuddy | Welcome to Ace Support. | 3:44:48 PM |
| | Please chose an option : | 3:44:48 PM |
| jean duvall | I'd like to raise a Request | 3:44:53 PM |
| Acebuddy | Please select your request type. | 3:44:53 PM |
| jean duvall | Setup Ace Server | 3:45:04 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 3:45:04 PM |
| jean duvall | Microsoft Windows | 3:45:09 PM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 3:45:09 PM |
| | Do you need any further assistance on the topic? | 3:45:09 PM |
| jean duvall | Yes | 3:49:03 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 3:49:03 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:49:03 PM |
| | <i>Gurwinder Singh accepted the chat transfer request.</i> | 3:50:19 PM |
| Gurwinder Singh | Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. | 3:51:10 PM |
| jean duvall | hi | 3:52:07 PM |

| | | |
|----------------|---|------------|
| | I'm having trouble installing on a new pc | 3:52:34 PM |
| | <i>Gurwinder Singh is transferring the chat to Anjainay Singh.</i> | 3:53:15 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 3:53:26 PM |
| Anjainay Singh | This message has been deleted | 3:54:03 PM |
| | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 3:55:11 PM |
| jean duvall | hi | 3:55:20 PM |
| Anjainay Singh | As I have understood you want to setup server on new local machine . | 3:56:15 PM |
| jean duvall | yes | 3:56:23 PM |
| Anjainay Singh | May I take the remote access of your local computer? | 3:57:04 PM |
| jean duvall | yes | 3:57:10 PM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 3:57:14 PM |
| jean duvall | ok | 3:57:36 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/2622393658 | 3:57:49 PM |
| | Please copy this URL at your local machine browser. | 3:58:06 PM |
| | Could you please enter your password . | 4:03:08 PM |
| | As your issue has been resolved on remote session you may end this chat session . | 4:07:00 PM |
| | You will also receive a feedback in which you may click on smiling emoji to provide your positive feedback . | 4:07:40 PM |
| | As issue has been resolved so we are disconnecting this chat . | 4:09:41 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 4:09:45 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 4:32:56 AM

#76484 erica.terminello

Email: erica.terminello@gmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Duration : 27 Mins 37 Secs

Chat Transcript

| | | |
|------------------|--|-------------------|
| erica.terminello | Hello, I am your Acebuddy | 2 May, 4:32:57 AM |
| Acebuddy | Hello Erica.terminello, I'm your Ace Buddy. I'll be happy to assist you! | 4:32:57 AM |
| | Whom Would You Like to Connect With? | 4:32:57 AM |
| erica.terminello | Technical Support (QB & App Hosting) | 4:33:07 AM |
| Acebuddy | Welcome to Ace Support. | 4:33:07 AM |
| | Please chose an option : | 4:33:07 AM |
| erica.terminello | I'd like to report an Issue | 4:33:14 AM |
| Acebuddy | Please select an option! | 4:33:14 AM |
| erica.terminello | Password Reset | 4:33:17 AM |
| Acebuddy | Please select an option below | 4:33:17 AM |
| erica.terminello | Already Enrolled to Selfcare Portal | 4:33:23 AM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 4:33:23 AM |
| | Do you need any further assistance on the topic? | 4:33:23 AM |
| erica.terminello | Yes | 4:33:28 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 4:33:28 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:33:28 AM |
| | <i>Gaurav Kumar declined the transfer request.</i> | 4:33:31 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 4:33:36 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 4:33:44 AM |
| erica.terminello | I needed to do a password reset. You guys needed to contact my accountant to get approval to do the reset. I am following up to see if they have given permission to do the reset. Erica,T@myrealdatal.net | 4:35:33 AM |
| | Sorry it is Erica.T@myrealdatal.net | 4:36:02 AM |
| Ashutosh Mishra | As per your ticket #686909, the authorization was provided by Jemma. We have reset the password and sent the OTP link to your email. | 4:36:50 AM |

| | | |
|------------------|--|------------|
| erica.terminello | Ok Checking now | 4:37:23 AM |
| | erica.terminello@gmail.com? | 4:38:04 AM |
| Ashutosh Mishra | Yes | 4:38:18 AM |
| erica.terminello | Ok | 4:38:25 AM |
| | What is the subject line | 4:39:04 AM |
| Ashutosh Mishra | The mail was sent 5 hours ago with subject Robertson Accounting Group LLC: Password Reset | 4:39:54 AM |
| erica.terminello | The account was restricted. There were two options and tried to accomplish both. | 4:42:54 AM |
| Ashutosh Mishra | To assist further, may I take the remote access of your local computer? | 4:43:49 AM |
| | Are we still connected here? | 4:44:56 AM |
| erica.terminello | This is my husbands computer so no. I have a Mac but the program doesn't seem to run on my computer so I am going back and forth | 4:46:11 AM |
| Ashutosh Mishra | I understand, since the issue is persistent i would suggest connecting with Ace support on the computer where you login to ace server so we can identify and resolve the issue in real time. | 4:47:23 AM |
| | We can also schedule callback if you want assistance over the phone. | 4:48:01 AM |
| erica.terminello | How do you remote in | 4:48:26 AM |
| Ashutosh Mishra | I will send you a link to open in your browser. | 4:49:05 AM |
| erica.terminello | Send it | 4:49:23 AM |
| Ashutosh Mishra | Kindly paste this link in the browser of local computer and join the session. | 4:50:36 AM |
| | https://assist.acecloudhosting.com/join/3512886575 | 4:50:37 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 4:51:16 AM |
| erica.terminello | He has a lot of security on his computer. It is blocking everything | 4:52:00 AM |
| | I will have to work this a different way. How do I get the restriction off | 4:52:55 AM |
| | For the account | 4:53:20 AM |
| Ashutosh Mishra | For restrictions on computer, please contact local IT team. | 4:53:40 AM |
| | We can assist you with Ace Server related issues, we would suggest connecting with your computer where you used to access Ace server for better assistance. | 4:54:27 AM |
| | <i>4:55:05 AM erica.terminello is sharing a file with you</i> | 4:55:05 AM |
| | <u>1_image.png</u> - (Size:335.61 KB) | |
| erica.terminello | This is what I am getting | 4:55:15 AM |
| Ashutosh Mishra | This is My Portal from Ace. (Edited) | 4:55:51 AM |
| | This can be accessed by My Portal Admin only. | 4:56:23 AM |
| erica.terminello | Where are they? | 4:57:02 AM |
| Ashutosh Mishra | It is F. Mark Robertson. | 4:57:10 AM |
| erica.terminello | | 4:57:57 AM |

| | | |
|------------------|--|------------|
| | Can you send them a request to do this over again. | |
| Ashutosh Mishra | Sure I had informed them earlier, what i will do is also send you the RDP application where you can use the password to connect with Ace. | 4:58:33 AM |
| | Is there anything else I may help you with ? | 4:59:46 AM |
| erica.terminello | No Thx. | 5:00:04 AM |
| Ashutosh Mishra | Great! Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you | 5:00:23 AM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 5:00:34 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 8:29:51 PM

#77447 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

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: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 4 Secs

| | | |
|---------------|--|--------------------|
| Robert Zeigen | Hello, I am your Acebuddy | 26 May, 8:29:51 PM |
| Acebuddy | Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you! | 8:29:52 PM |
| | Whom Would You Like to Connect With? | 8:29:52 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 9:13:56 PM |
| | <i>Ended due to chat idle timeout</i> | 9:13:56 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 9:45:47 PM

#77449 Ryan Perrone

Email: ryan@nautilus-homes.com ☎ 1-941-809-5989

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 43 Secs

| | | |
|--------------|--|--------------------|
| Ryan Perrone | Hello, I am your Acebuddy | 26 May, 9:45:49 PM |
| Acebuddy | Hello Ryan Perrone, I'm your Ace Buddy. I'll be happy to assist you! | 9:45:50 PM |
| | Whom Would You Like to Connect With? | 9:45:50 PM |
| Ryan Perrone | Technical Support (QB & App Hosting) | 9:46:04 PM |
| Acebuddy | Welcome to Ace Support. | 9:46:04 PM |
| | Please chose an option : | 9:46:04 PM |
| Ryan Perrone | I'd like to report an Issue | 9:46:13 PM |
| Acebuddy | Please select an option! | 9:46:13 PM |
| Ryan Perrone | Other Issue | 9:46:21 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:46:21 PM |
| Ryan Perrone | I am trying to setup ACE on my home computer | 9:46:35 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:46:35 PM |

| | | |
|----------------|---|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:46:35 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 9:46:40 PM |
| | <i>Ashutosh Mishra is transferring the chat to Anjainay Singh.</i> | 9:47:02 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 9:47:24 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 9:47:37 PM |
| Ryan Perrone | Hello Anjainay. | 9:48:15 PM |
| Anjainay Singh | I hope you're doing well. Could you please share the details of the issue you're facing so I can assist you more effectively? | 9:49:50 PM |
| Ryan Perrone | I have a home computer and work computer, and today i am trying to work from home, but i don't have acces to my ace serrver through my home computer. Can you help me get that setup? | 9:50:50 PM |
| Anjainay Singh | May I take the remote access of your local computer? | 9:51:01 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:51:28 PM |
| | https://assist.acecloudhosting.com/join/1472334713 | 9:51:42 PM |
| | Please copy above URL at your local machine browser so that I can access your home computer and configure the new RDP . | 9:52:33 PM |
| Ryan Perrone | OK | 9:52:37 PM |
| Anjainay Singh | Alternatively I may also send you the new RDP file to your email just download at your home computer and access the server. | 9:53:26 PM |
| Ryan Perrone | its starting now | 9:55:08 PM |
| Anjainay Singh | Okay | 9:55:23 PM |
| | Please click on agree and download . | 9:57:12 PM |
| Ryan Perrone | I don't see that. The zoho assist is already downloaded and running | 9:57:53 PM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/1052766351 | 9:58:25 PM |
| | Please try with new URL | 9:58:43 PM |
| Ryan Perrone | I just did it again. | 9:59:19 PM |
| Anjainay Singh | We can also proceed with alternate solution I have setup your new RDP file . | 10:00:09 PM |
| Ryan Perrone | Try connecting one more time | 10:01:11 PM |
| | Its open an ready for you to connect | 10:01:28 PM |
| Anjainay Singh | I do not see any option to access your remote session , alternatively without wasting extra time let me send you the new RDP file over an email. | 10:02:51 PM |
| Ryan Perrone | OK, thats fine | 10:03:03 PM |
| Anjainay Singh | Is there anything else I may help you with ? | 10:03:13 PM |
| Ryan Perrone | I don't see the file. Have you sent it? | 10:04:12 PM |
| Anjainay Singh | | |

| | | |
|----------------|---|-------------|
| | I will send you the details once this chat gets end , as automatic ticket will be created and I will send you the details over that email . | 10:05:12 PM |
| Ryan Perrone | OK | 10:05:32 PM |
| Anjainay Singh | You just need to enter the password in order to access the server. | 10:05:44 PM |
| | Is there anything else I may help you with ? | 10:05:53 PM |
| Ryan Perrone | I don't recall my password | 10:06:30 PM |
| Anjainay Singh | No worries, please send the authorization email to support@acecloudhosting.com from registered email address ryan@nautilus-homes.com so that I can send you the new password . (Edited) | 10:07:14 PM |
| Ryan Perrone | Not sure what that means | 10:08:26 PM |
| Anjainay Singh | On same email I will send you the new RDP file to access the server . | 10:09:08 PM |
| Ryan Perrone | OK | 10:09:57 PM |
| Anjainay Singh | Once you have send please let me know. | 10:10:45 PM |
| Ryan Perrone | Not sure what that mean | 10:12:00 PM |
| Anjainay Singh | While we are on chat , please send the authorization email to [support@acecloudhosting.com] (mailto:support@acecloudhosting.com) from registered email address [ryan@nautilus-homes.com] (mailto:ryan@nautilus-homes.com) so that I can send you the new password along with new RDP file . | 10:12:38 PM |
| | Once you have send an email please let me know . | 10:14:14 PM |
| | Are we still connected? | 10:16:33 PM |
| | Are we still connected here? | 10:19:11 PM |
| | Are we still connected here? | 10:21:20 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:24:05 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 10:25:32 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 May, 8:15:19 PM

#77475 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Duration : 14 Mins 54 Secs

Chat Transcript

| | | |
|----------------|---|--------------------|
| steven | Hello, I am your Acebuddy | 27 May, 8:15:20 PM |
| Acebuddy | Hello Steven Lynn, I'm your Ace Buddy. I'll be happy to assist you! | 8:15:28 PM |
| | Whom Would You Like to Connect With? | 8:15:28 PM |
| steven | Technical Support (QB & App Hosting) | 8:15:33 PM |
| Acebuddy | Welcome to Ace Support. | 8:15:33 PM |
| | Please chose an option : | 8:15:33 PM |
| steven | I'd like to report an Issue | 8:15:39 PM |
| Acebuddy | Please select an option! | 8:15:39 PM |
| steven | Other Issue | 8:15:43 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:15:43 PM |
| steven | Unable to login to server | 8:15:52 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:15:53 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:15:53 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 8:16:43 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 8:17:23 PM |
| steven | ok | 8:17:42 PM |
| Anjainay Singh | Since when you are facing this issue ? | 8:18:02 PM |
| steven | multiple times last week and again this morning | 8:18:16 PM |
| Anjainay Singh | is every user facing this issue ? | 8:19:20 PM |
| steven | im the only iser | 8:19:30 PM |
| | user | 8:19:31 PM |
| Anjainay Singh | Thankyou for letting me know , please provide me two to three minutes so that I can look into it . | 8:20:16 PM |

| | | |
|----------------|---|------------|
| steven | ok | 8:20:29 PM |
| Anjainay Singh | Please try to login back into server and let me know if you are able to do so . | 8:24:45 PM |
| steven | worked that time | 8:25:13 PM |
| | is this going to be an issues going forward? | 8:25:23 PM |
| Anjainay Singh | We will observe the issue and will keep the ticket under priority hoping that this does not occurs again. | 8:26:19 PM |
| steven | ok | 8:26:28 PM |
| Anjainay Singh | Is there anything else I may help you with ? | 8:27:12 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 8:30:22 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 12:25:22 AM

#76716 greyes

Email: greyes@thrivcpa.com ☎ 787-957-3275

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: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 15 Mins 59 Secs

| | | |
|----------|--|--------------------|
| greyes | Hello, I am your Acebuddy | 8 May, 12:25:23 AM |
| Acebuddy | Hello Greyes, I'm your Ace Buddy. I'll be happy to assist you! | 12:25:24 AM |
| | Whom Would You Like to Connect With? | 12:25:24 AM |
| greyes | Technical Support (QB & App Hosting) | 12:25:28 AM |
| Acebuddy | | |

| | | |
|----------|---|-------------|
| | Welcome to Ace Support. | 12:25:28 AM |
| | Please chose an option : | 12:25:28 AM |
| greyes | I'd like to report an Issue | 12:25:37 AM |
| Acebuddy | Please select an option! | 12:25:37 AM |
| greyes | QuickBooks Issue | 12:25:42 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:25:42 AM |
| greyes | QuickBooks is Frozen | 12:25:46 AM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 12:25:46 AM |
| | Was that helpful? | 12:25:46 AM |
| greyes | Yes | 12:41:22 AM |
| Acebuddy | I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me! | 12:41:22 AM |
| | <i>Acebuddy has ended this chat session</i> | 12:41:22 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 11:06:58 PM

#77090 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins

| | | |
|----------------|---|---------------------|
| shari | Hello, I am your Acebuddy | 15 May, 11:06:59 PM |
| Acebuddy | Hello Shari Rogers, I'm your Ace Buddy. I'll be happy to assist you! | 11:07:00 PM |
| | Whom Would You Like to Connect With? | 11:07:00 PM |
| shari | Technical Support (QB & App Hosting) | 11:07:03 PM |
| Acebuddy | Welcome to Ace Support. | 11:07:03 PM |
| | Please chose an option : | 11:07:03 PM |
| shari | I'd like to report an Issue | 11:07:14 PM |
| Acebuddy | Please select an option! | 11:07:14 PM |
| shari | Other Issue | 11:07:19 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:07:19 PM |
| shari | checking status on ticket 694996 | 11:07:41 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:07:42 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:07:42 PM |
| | <i>Gaurava Tyagi declined the transfer request.</i> | 11:07:47 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 11:08:08 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 11:08:12 PM |
| | Hello Shari | 11:08:18 PM |
| | We have just completed the update | 11:08:37 PM |
| | Just rebooted the server | 11:08:44 PM |
| | Kindly try now | 11:09:21 PM |
| | Or shall we remote in to check the outlook status now? | 11:09:46 PM |
| shari | I am trying to log in | 11:09:54 PM |
| Shashwat Verma | Sure, please take your time | 11:10:04 PM |
| shari | my server won't connect | 11:10:11 PM |
| Shashwat Verma | May I take the remote access of your local computer? | 11:10:18 PM |
| shari | yes | 11:10:21 PM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 11:10:35 PM |
| | https://assist.acecloudhosting.com/join/7842941887 | 11:10:36 PM |
| | Kindly Click on the link and open the downloaded file. | 11:10:39 PM |
| | As per the remote session, we'll be assisting you on remote session for further troubleshooting. | 11:19:26 PM |
| | <i>Shashwat Verma has ended this chat session</i> | 11:19:59 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 9:13:16 PM

#76579 Amber Wiley

Email: awiley@emainc.net 7704484644

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 14 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 54 Secs

| | | |
|--|--|-------------------|
| Amber Wiley | Hello, I am your Acebuddy | 5 May, 9:13:17 PM |
| Acebuddy | Hello Amber Wiley, I'm your Ace Buddy. I'll be happy to assist you! | 9:13:18 PM |
| | Whom Would You Like to Connect With? | 9:13:18 PM |
| Amber Wiley | Technical Support (QB & App Hosting) | 9:13:22 PM |
| Acebuddy | Welcome to Ace Support. | 9:13:22 PM |
| | Please chose an option : | 9:13:22 PM |
| Amber Wiley | I'd like to report an Issue | 9:13:28 PM |
| Acebuddy | Please select an option! | 9:13:28 PM |
| Amber Wiley | Other Issue | 9:13:37 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:13:37 PM |
| <i>9:14:42 PMAmber Wiley is sharing a file with you</i> | | |
| <i>IMG_8880.jpeg - (Size:5.64 MB)</i> | | 9:14:42 PM |
| <i>i cannot connect to my computer and it's saying the network is slow</i> | | |

| | | |
|-----------------|---|------------|
| | Please wait while we connect you to a Support Representative | 9:14:43 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:14:43 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 9:15:19 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 9:15:28 PM |
| | I will surely help you with this issue. | 9:15:49 PM |
| | Kindly help me with your server name and user name? | 9:16:04 PM |
| Amber Wiley | EMA.myreldata.net | 9:16:42 PM |
| | user name is AmberWiley | 9:18:13 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 9:18:50 PM |
| | Is this issue occurring only for you, or are other users on the server also experiencing it? | 9:18:55 PM |
| Amber Wiley | it's just me that is using it from home | 9:19:17 PM |
| Ashutosh Mishra | Is this the first time you are facing this issue? | 9:21:05 PM |
| Amber Wiley | yes | 9:21:19 PM |
| Ashutosh Mishra | I see that server is accessible from backend, If you have multiple internet connections please try connecting with different network or wifi. | 9:22:15 PM |
| Amber Wiley | i have. i went to a totally new location and it's still not working | 9:24:13 PM |
| | it stays on a please wait screen | 9:24:52 PM |
| | <i>9:25:07 PMAmber Wiley is sharing a file with you image.jpg - (Size:3.29 MB)</i> | 9:25:07 PM |
| Ashutosh Mishra | After you posted the screenshot. Your username did show up on the server now, I have signed off your account. Please try connecting again | 9:26:36 PM |
| Amber Wiley | it just worked! i also have been getting a screen saying 8% free space remaining on c drive. | 9:27:11 PM |
| | <i>9:27:27 PMAmber Wiley is sharing a file with you image.jpg - (Size:4.98 MB)</i> | 9:27:27 PM |
| Ashutosh Mishra | Yes, i noticed that too. | 9:27:31 PM |
| | Kindly allow me two minutes to check the same. | 9:27:43 PM |
| Amber Wiley | thank you | 9:27:56 PM |
| Ashutosh Mishra | I am clearing all the unnecessary and residual files from the C: drive. | 9:31:23 PM |
| Amber Wiley | thank you | 9:31:35 PM |
| Ashutosh Mishra | After clearing the files you will get around 12-13% free space. | 9:31:37 PM |
| | I would suggest you to keep free space at minimum 20-25% since this can cause system instability. | 9:32:06 PM |
| Amber Wiley | i don't know what's on the c drive that can be removed | 9:32:43 PM |
| Ashutosh Mishra | We can end the chat session, i will send you more information over the email for some options. You can reply to that as per your convenience. | 9:33:43 PM |

| | | |
|---|---|------------|
| Amber Wiley | okay thank you | 9:33:53 PM |
| Ashutosh Mishra | Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you | 9:34:09 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 9:34:12 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 1:20:08 AM

#77108 Stacy Ciolli

Email: wildfire1789@gmail.com  19702274435

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: 30 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 20 Secs

| | | |
|--------------|--|--------------------|
| Stacy Ciolli | Hello, I am your Acebuddy | 16 May, 1:20:09 AM |
| Acebuddy | Hello Stacy Ciolli, I'm your Ace Buddy. I'll be happy to assist you! | 1:20:10 AM |
| | Whom Would You Like to Connect With? | 1:20:10 AM |
| Stacy Ciolli | Technical Support (QB & App Hosting) | 1:20:20 AM |
| Acebuddy | Welcome to Ace Support. | 1:20:20 AM |
| | Please chose an option : | 1:20:20 AM |
| Stacy Ciolli | I'd like to raise a Request | 1:20:27 AM |
| Acebuddy | Please select your request type. | 1:20:27 AM |

| | | |
|--------------|---|------------|
| Stacy Ciolli | Change in Users | 1:20:36 AM |
| Acebuddy | Please select your desired option! | 1:20:36 AM |
| Stacy Ciolli | User Addition | 1:20:40 AM |
| Acebuddy | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! | 1:20:40 AM |
| | Do you need any further assistance on the topic? | 1:20:40 AM |
| Stacy Ciolli | Yes | 1:20:52 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:20:53 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:20:53 AM |
| | <i>Tushar accepted the chat transfer request.</i> | 1:21:19 AM |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 1:21:23 AM |
| Stacy Ciolli | Hi Tushar, I would like to add a user | 1:21:56 AM |
| | I cannot figure out how through my portal | 1:22:09 AM |
| Tushar | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:22:19 AM |
| Stacy Ciolli | one miniutes im looking up my infor | 1:23:11 AM |
| Tushar | Sure, please take your time | 1:23:45 AM |
| Stacy Ciolli | the server would be ubder wildfire development | 1:23:50 AM |
| | My user name is Stacyciol.NPRE | 1:24:20 AM |
| Tushar | Thank you for the details. | 1:25:02 AM |
| | Kindly email us at support@acecloudhosting.com mentioning that you are unable to create user through MyPortal and also add details of the new user to be added the first name Last name, contact number and email address after that one of our engineer will make the user for you. (Edited) | 1:26:24 AM |
| | Is there anything else I may help you with ? | 1:27:24 AM |
| Stacy Ciolli | no that is all | 1:27:53 AM |
| Tushar | okay. | 1:28:13 AM |
| | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 1:28:14 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:28:22 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 1:28:27 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).) | |

Tushar has ended this chat session

1:28:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 2:41:34 AM

#77047 Sandam

Email: sandam@yoecpa.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: HOUSTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 57 Mins

| | | |
|----------|--|--------------------|
| Sandam | Hello, I am your Acebuddy | 15 May, 2:41:35 AM |
| Acebuddy | Hello Sanda Myo, I'm your Ace Buddy. I'll be happy to assist you! | 2:41:36 AM |
| | Whom Would You Like to Connect With? | 2:41:36 AM |
| Sandam | Technical Support (QB & App Hosting) | 2:41:42 AM |
| Acebuddy | Welcome to Ace Support. | 2:41:42 AM |
| | Please chose an option : | 2:41:42 AM |
| Sandam | I'd like to report an Issue | 2:41:52 AM |
| Acebuddy | Please select an option! | 2:41:52 AM |
| Sandam | Other Issue | 2:41:58 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:41:58 AM |

| | | |
|-----------------|--|------------|
| Sandam | i could not create PDF from Word document | 2:42:18 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:42:19 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:42:19 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 2:42:56 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 2:43:09 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:43:53 AM |
| Sandam | hello | 2:44:46 AM |
| | my user name is Accountant Yoe CPA | 2:45:02 AM |
| | <i>2:46:03 AMSandam is sharing a file with you image.png - (Size:25.8 KB)</i> | 2:46:03 AM |
| | Server name is above | 2:46:10 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 2:47:05 AM |
| | Is this the first time you are facing this issue? | 2:47:41 AM |
| Sandam | no | 2:47:57 AM |
| | i reboot and get it | 2:48:06 AM |
| | some time not working but i cannot do this all the time | 2:48:31 AM |
| Ashutosh Mishra | Is this issue occurring only for you, or are other users on the server also experiencing it? | 2:49:01 AM |
| Sandam | i do not think other face this | 2:49:46 AM |
| Ashutosh Mishra | I see, please also let me know if you have any existing ticket open for this concern. | 2:50:33 AM |
| Sandam | no | 2:50:41 AM |
| Ashutosh Mishra | May I take the remote access of your server? | 2:51:00 AM |
| Sandam | sure | 2:51:09 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 2:52:03 AM |
| | Are we still connected here? | 3:07:31 AM |
| | Are we still connected here? | 3:09:57 AM |
| | As per discussion over the remote session, the PDFFile maker missing issue can be resolved by reinstalling drivers and if need be we can repair Adobe acrobat on the server. | 3:24:12 AM |
| | We are scheduling this for night hours, once it's completed we will inform you for the same. | 3:25:16 AM |
| | It seems the remote session has been disconnected, Are we still connected here? | 3:26:29 AM |
| Sandam | hello | 3:26:47 AM |
| | i am here | 3:27:02 AM |
| Ashutosh Mishra | Once the Adobe Acrobat is repaired from backend we will inform you over the email. This should resolve the issue. | 3:28:01 AM |

| | | |
|-----------------|--|------------|
| | Is there anything else I may help you with ? | 3:28:07 AM |
| Sandam | ohh | 3:29:44 AM |
| | no one working on Acecloud now so you can do it now | 3:30:03 AM |
| Ashutosh Mishra | Sure, can i log out your account. | 3:30:49 AM |
| | You are still logged in. | 3:31:20 AM |
| Sandam | ok | 3:33:02 AM |
| Ashutosh Mishra | I understand we have received call from the account owner just now and we are proceeding with reinstallation for Adobe, this may take some time. Once it's completed we will inform you for the same along with the ticket Id that has been created. | 3:37:55 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 3:38:28 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Ashutosh Mishra has ended this chat session</i> | 3:38:36 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 11:48:07 PM

#77205 Colby Knight

Email: cknight@willscpas.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Mins 15 Secs

City: MOUNT AIRY

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 10 Secs

| | | |
|-----------------|--|---------------------|
| Colby Knight | Hello, I am your Acebuddy | 19 May, 11:48:07 PM |
| Acebuddy | Hello Cknight, I'm your Ace Buddy. I'll be happy to assist you! | 11:48:08 PM |
| | Whom Would You Like to Connect With? | 11:48:08 PM |
| Colby Knight | VDI/DaaS Support | 11:48:14 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 11:48:14 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:48:14 PM |
| | <i>Shubham accepted the chat transfer request.</i> | 11:48:24 PM |
| | <i>Shubham is transferring the chat to Support(QB & App Hosting).</i> | 11:50:18 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 11:50:35 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 11:50:47 PM |
| Colby Knight | Hi Ashutosh, I had reached out earlier and had not gotten a response yet (ticket number is 696671), one of our employees does not know her password for the remote desktop, and when we went to try to use the forgot password feature in the selfcare portal, the email address associated with the account was not one we have access to or are familiar with. | 11:52:51 PM |
| Ashutosh Mishra | I will be surely assisting you with this. | 11:55:22 PM |
| | Kindly allow me few minutes to check the same. | 11:55:51 PM |
| Colby Knight | Sure thing | 11:56:16 PM |
| Ashutosh Mishra | Thank you for your patience. | 20 May, 12:02:51 AM |
| Colby Knight | No problem! | 12:04:18 AM |
| Ashutosh Mishra | Is the correct email address skirby@willscpas.com? | 12:06:40 AM |
| Colby Knight | yes that is correct | 12:06:48 AM |
| Ashutosh Mishra | It seems the user is not enrolled in Self Care Portal. | 12:14:17 AM |
| | I will reset the password and send you the guide to enroll in self care, i have also updated the email from backend. | 12:14:47 AM |
| | I will need approval from registered email address nmorrison@willscpas.com to reset the password. | 12:18:51 AM |
| | Are we still connected here? | 12:19:38 AM |
| | Are we still connected here? | 12:21:21 AM |

Are we still connected here?

12:23:27 AM

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

12:24:14 AM

Ashutosh Mishra has ended this chat session

12:24:17 AM

