

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 7:13:28 AM

#82820 Benjamin Sanoff-Wiener
Email: bsanoffwiener@wolfpackits.com 📞 516-218-1552
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: EAST MEADOW
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 14 Secs

| | | |
|------------------------|--|--------------------|
| Benjamin Sanoff-Wiener | Hello, I am your Acebuddy | 22 Oct, 7:13:29 AM |
| Acebuddy | Hello Benjamin Sanoff-wiener, I'm your Ace Buddy. I'll be happy to assist you! | 7:13:30 AM |
| | Whom Would You Like to Connect With? | 7:13:30 AM |
| Benjamin Sanoff-Wiener | Technical Support (QB & App Hosting) | 7:13:35 AM |
| Acebuddy | Welcome to Ace Support. | 7:13:35 AM |
| | Please chose an option : | 7:13:35 AM |
| Benjamin Sanoff-Wiener | I'd like to report an Issue | 7:13:44 AM |
| Acebuddy | Please select an option! | 7:13:44 AM |
| Benjamin Sanoff-Wiener | Other Issue | 7:13:51 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:13:51 AM |
| Benjamin Sanoff-Wiener | I am attempting to log in for the first time on one of the client accounts. and I am getting an 'The logon attempt fail' | 7:14:39 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:14:40 AM |
| | Acebuddy (bot) forwarded the chat request | 7:14:40 AM |

| | | |
|------------------------|---|------------|
| | <i>Rohan accepted the chat transfer request.</i> | 7:15:04 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 7:15:10 AM |
| | Hello Benjamin, how are you doing today ? | 7:15:25 AM |
| | I will surely help you with this issue. | 7:15:37 AM |
| | Kindly allow me 3-4 minutes to check the same. | 7:15:45 AM |
| Benjamin Sanoff-Wiener | I'm good just trying to sign in on my clients account for the first time and and unable | 7:15:49 AM |
| Rohan | Thank you for the details. | 7:16:28 AM |
| | Kindly allow me two minutes to check the same. | 7:16:41 AM |
| | Please be informed that this error usually occurs when you enter an incorrect Password. | 7:20:28 AM |
| | Have you made sure that you are entering the correct Password? | 7:21:12 AM |
| Benjamin Sanoff-Wiener | I am using the password that was given to me by the one time password link | 7:21:27 AM |
| Rohan | Thanks for the confirmation ! | 7:21:49 AM |
| | Kindly allow me 3-4 minutes to check the same. | 7:21:56 AM |
| Benjamin Sanoff-Wiener | So I was just able to log onto another one, so I guess a password reset will be best | 7:23:35 AM |
| | for both Jared_JSO and Danielle_JSO | 7:23:55 AM |
| Rohan | Yes, However, since you have a new account with us, we'll need approval from the account owner to proceed with the password reset. | 7:27:00 AM |
| Benjamin Sanoff-Wiener | Not a problem, I should be the one of the account owners | 7:27:23 AM |
| Rohan | We would need approval from ekagan@wolfpackits.com | 7:27:58 AM |
| Benjamin Sanoff-Wiener | Not a problem, he will be able to give approval tomorrow. | 7:28:29 AM |
| Rohan | Alright, We will proceed with the Password reset once we receive the approval | 7:29:09 AM |
| | Is there anything else I may help you with ? | 7:29:14 AM |
| Benjamin Sanoff-Wiener | Nope that | 7:29:25 AM |
| | is it | 7:29:27 AM |
| Rohan | Thanks for the confirmation ! | 7:29:36 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:29:39 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 7:29:42 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/>)

Rohan has ended this chat session

7:29:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 12:13:24 AM

#82546 Amanda
Email: amanda@justgowest.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: FT COLLINS
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 16 Secs

| | | |
|----------|--|---------------------|
| Amanda | Hello, I am your Acebuddy | 14 Oct, 12:13:25 AM |
| Acebuddy | Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you! | 12:13:26 AM |
| | Whom Would You Like to Connect With? | 12:13:26 AM |
| Amanda | Technical Support (QB & App Hosting) | 12:13:41 AM |
| Acebuddy | Welcome to Ace Support. | 12:13:41 AM |
| | Please chose an option : | 12:13:41 AM |
| Amanda | I'd like to report an Issue | 12:14:07 AM |
| Acebuddy | Please select an option! | 12:14:08 AM |
| Amanda | Password Reset | 12:14:13 AM |

| | | |
|--------------------------------|--|-------------|
| Acebuddy | Please select an option below | 12:14:13 AM |
| Amanda | Not Enrolled to Selfcare Portal | 12:14:24 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 12:14:24 AM |
| | Do you need any further assistance on the topic? | 12:14:24 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 12:47:41 AM |
| Ended due to chat idle timeout | | 12:47:41 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Oct, 8:42:15 PM

#82242 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

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: 11 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 8 Secs

| | | |
|--------------|--|-------------------|
| xianna zhong | Hello, I am your Acebuddy | 5 Oct, 8:42:15 PM |
| Acebuddy | Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you! | 8:42:17 PM |
| | Whom Would You Like to Connect With? | 8:42:17 PM |
| xianna zhong | Technical Support (QB & App Hosting) | 8:42:25 PM |
| Acebuddy | | |

| | | |
|----------------|---|------------|
| | Welcome to Ace Support. | 8:42:25 PM |
| | Please chose an option : | 8:42:25 PM |
| xianna zhong | I'd like to raise a Request | 8:42:31 PM |
| Acebuddy | Please select your request type. | 8:42:31 PM |
| xianna zhong | Application Update | 8:42:40 PM |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. | 8:42:40 PM |
| | Typically, the application update is performed overnight. | |
| | Do you need any further assistance on the topic? | 8:42:40 PM |
| xianna zhong | Yes | 8:42:47 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 8:42:47 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:42:47 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 8:43:04 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 8:43:09 PM |
| | Hello Xianna | 8:43:15 PM |
| xianna zhong | Please upddate lacerte and taxdome | 8:43:28 PM |
| Shashwat Verma | I will surely help you with this issue. | 8:43:38 PM |
| | Sure, we have noted your request and will complete the same in nights hours | 8:44:10 PM |
| xianna zhong | i am currently download the updates.. | 8:44:14 PM |
| Shashwat Verma | Okay | 8:44:26 PM |
| xianna zhong | please help to update per your earliest convenience. thx | 8:44:31 PM |
| Shashwat Verma | No problem, allow me 20 mins and will get this done | 8:44:57 PM |
| xianna zhong | thx | 8:45:04 PM |
| Shashwat Verma | Once done will let you know on email | 8:45:07 PM |
| xianna zhong | do i need to log off? | 8:45:08 PM |
| Shashwat Verma | Yes | 8:45:26 PM |
| | Is that work for you? | 8:45:31 PM |
| xianna zhong | then please process after two hours then | 8:45:48 PM |
| | I am still working | 8:45:52 PM |
| Shashwat Verma | Got it | 8:45:56 PM |
| | Will get this done after 2 hrs | 8:46:05 PM |
| | Is there anything else I may help you with ? | 8:46:09 PM |

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|--|---|------------|
| xianna zhong | that's it. Thanks. | 8:46:59 PM |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 8:47:12 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:47:20 PM |
| Shashwat Verma has ended this chat session | | 8:47:24 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 10:37:38 PM

#82421 Sherri Mangan
Email: smangan904@gmail.com 📞 9376738505
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: DETROIT
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 52 Secs

| | | |
|---------------|---|--------------------|
| Sherri Mangan | Hello, I am your Acebuddy | 9 Oct, 10:37:39 PM |
| Acebuddy | Hello Sherri Mangan, I'm your Ace Buddy. I'll be happy to assist you! | 10:37:40 PM |
| | Whom Would You Like to Connect With? | 10:37:40 PM |
| Sherri Mangan | Technical Support (QB & App Hosting) | 10:37:47 PM |
| Acebuddy | Welcome to Ace Support. | 10:37:47 PM |
| | Please chose an option : | 10:37:47 PM |
| Sherri Mangan | I'd like to report an Issue | 10:38:02 PM |
| | | |

| | | |
|----------------|--|-------------|
| Acebuddy | Please select an option! | 10:38:02 PM |
| Sherri Mangan | Other Issue | 10:38:09 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:38:09 PM |
| Sherri Mangan | I have an open ticket #779799. I reset the password for my portal, supposedly. However, when I attempt to login using the icon on my desktop, I'm denied access. The only thing I can access is the management piece of the portal where I can view my invoices | 10:38:20 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:38:20 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:38:20 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 10:38:52 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 10:39:02 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:40:25 PM |
| Sherri Mangan | Please reference my open ticket and request | 10:40:37 PM |
| Shubham Maurya | User name is :SherriMan Company name is : Mangan Accounting Services Inc. Please confirm is it correct? | 10:41:53 PM |
| Sherri Mangan | yes | 10:42:07 PM |
| Shubham Maurya | Thanks for the confirmation, We just saw the user was disabled due to inactivity and we have re-enabled it. Please try to login now and let me know if it's working for you. | 10:43:25 PM |
| Sherri Mangan | Yes it is working now Thank you! | 10:44:52 PM |
| Shubham Maurya | Glad to hear it's working for you now! If you need any further assistance, please don't hesitate to reach out, we're always happy to help. | 10:45:05 PM |
| | Is there anything else I may help you with ? | 10:45:08 PM |
| Sherri Mangan | All good Thanks | 10:45:19 PM |
| Shubham Maurya | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 10:45:25 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 10:45:28 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 10:45:32 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


1 Oct, 7:38:16 PM

#82127 ELAINE BRAGA REGO
Email: tax@timeprotax.com 📞 +15613444422
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 58 Secs
City: POMPANO BEACH
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 26 Secs

| | | |
|-------------------|--|-------------------|
| ELAINE BRAGA REGO | Hello, I am your Acebuddy | 1 Oct, 7:38:16 PM |
| Acebuddy | Hello Elaine Braga Balym, I'm your Ace Buddy. I'll be happy to assist you! | 7:38:17 PM |
| | Whom Would You Like to Connect With? | 7:38:17 PM |
| ELAINE BRAGA REGO | Technical Support (QB & App Hosting) | 7:38:23 PM |
| Acebuddy | Welcome to Ace Support. | 7:38:23 PM |
| | Please chose an option : | 7:38:23 PM |
| ELAINE BRAGA REGO | I'd like to report an Issue | 7:38:29 PM |
| Acebuddy | Please select an option! | 7:38:29 PM |
| ELAINE BRAGA REGO | Other Issue | 7:38:33 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:38:33 PM |
| ELAINE BRAGA REGO | I am trying to install the connection in my iPad | 7:46:04 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:46:05 PM |

| | | |
|---|---|------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:46:05 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 7:46:44 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 7:46:50 PM |
| | Are you trying you access server from your Ipad, Elaine? | 7:47:16 PM |
| | Are we still connected here? | 7:49:32 PM |
| | Are we still connected here? | 7:51:41 PM |
| | Are we still connected here? | 7:53:29 PM |
| ELAINE BRAGA REGO | No | 7:53:29 PM |
| | I do not havete | 7:53:35 PM |
| | have the login/ link to the terminal | 7:54:03 PM |
| | Can you help me to install? | 7:54:16 PM |
| Manish Singh | I will surely help you with this issue. | 7:54:40 PM |
| ELAINE BRAGA REGO | Sorry my internet is unstable here | 7:54:54 PM |
| | I am now in a WiFi connection | 7:55:07 PM |
| Manish Singh | I will surely help you with this issue. | 7:55:16 PM |
| | May I take the remote access of your local computer? | 7:55:21 PM |
| ELAINE BRAGA REGO | It is possible to access from more than one computer? | 7:56:14 PM |
| | Because sometimes I am traveling and only carry my iPad | 7:56:34 PM |
| | So I am not trying to acessat the same time | 7:56:47 PM |
| | Just another i | 7:56:53 PM |
| | option in an emergency | 7:57:00 PM |
| Manish Singh | You can set up the RDP connection on multiple devices (laptops, desktops, etc.). But you can only use one active session at a time . If you log in from Device A, then try to log in from Device B, Windows will disconnect Device A and transfer the session to Device B. (Edited) | 7:58:30 PM |
| | Are we still connected here? | 8:02:43 PM |
| | Are we still connected here? | 8:04:30 PM |
| | Are we still connected here? | 8:06:33 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. | 8:06:39 PM |
| | <i>Manish Singh has ended this chat session</i> | 8:06:43 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 10:51:45 PM

#82144 steven
Email: steven@lynncpas.com 📞 17204703581
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: BROOMFIELD
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 59 Secs

| | | |
|----------|--|--------------------|
| steven | Hello, I am your Acebuddy | 1 Oct, 10:51:46 PM |
| Acebuddy | Hello Steven, I'm your Ace Buddy. I'll be happy to assist you! | 10:51:47 PM |
| | Whom Would You Like to Connect With? | 10:51:47 PM |
| steven | Technical Support (QB & App Hosting) | 10:51:52 PM |
| Acebuddy | Welcome to Ace Support. | 10:51:52 PM |
| | Please chose an option : | 10:51:52 PM |
| steven | I'd like to raise a Request | 10:51:56 PM |
| Acebuddy | Please select your request type. | 10:51:56 PM |
| steven | Other Request | 10:52:06 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. | 10:52:06 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:52:06 PM |
| steven | Yes, I'm facing issues with my server | 10:52:10 PM |
| Acebuddy | Please select an option! | 10:52:10 PM |
| steven | Other Issue | 10:52:14 PM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 7:35:32 PM

#82354 hannah

Email: hannah@carderconcreteco.com 📞 18177731527

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 5 Secs

City: BURLESON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 35 Secs

| | | |
|----------------|---|-------------------|
| hannah | Hello, I am your Acebuddy | 8 Oct, 7:35:33 PM |
| Acebuddy | Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you! | 7:35:34 PM |
| | Whom Would You Like to Connect With? | 7:35:34 PM |
| hannah | Managed IT | 7:36:06 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 7:36:06 PM |
| | Acebuddy (bot) forwarded the chat request | 7:36:06 PM |
| | Shubham accepted the chat transfer request. | 7:36:27 PM |
| | Shubham is transferring the chat to Support(QB & App Hosting). | 7:37:10 PM |
| | Shubham Maurya accepted the chat transfer request. | 7:37:28 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 7:37:39 PM |
| hannah | Hi, I'm not sure if I chose the correct category, but I have questions about integrating API for sales tax into QuickBooks. | 7:38:10 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:38:47 PM |
| hannah | I believe my server name is carderconcrete.myrealdata.net | 7:41:07 PM |
| | my user name is hannah | 7:41:12 PM |
| | | |

| | | |
|----------------|---|------------|
| Shubham Maurya | Thanks for the confirmation ! | 7:41:29 PM |
| | Do you have any particular API name which you want to use in this case? Example Avalara, TaxJar, Sovos, or a custom tax API. | 7:42:27 PM |
| hannah | The general manager of our company mentioned Avalara. | 7:43:04 PM |
| Shubham Maurya | Thanks for the confirmation ! We can surely help you with the API integration process but in case if any issue occurs during the process then only Avalara support team can help further on this. | 7:46:54 PM |
| hannah | Ok. Do you know if Avalara can be used with QuickBooks desktop? Or is it only for QuickBooks online? | 7:47:53 PM |
| Shubham Maurya | Sure, you can use it with quickbooks desktop version also, we just need to make sure the API supports the regions where your business operates. | 7:50:36 PM |
| hannah | Great! Thank you. | 7:51:44 PM |
| Shubham Maurya | You are most welcome Hannah, do you have the API file with you right now so that we can proceed? | 7:52:33 PM |
| hannah | No. I don't. I'm really not sure what all I need to do. | 7:53:00 PM |
| Shubham Maurya | Please hold on let me share you a detailed steps to use Avalara API integration with quickbooks so that you can make sure you do have all the necessary files with you before proceeding. | 7:54:27 PM |
| hannah | Thank you. | 7:54:42 PM |
| Shubham Maurya | <p>*>*Access details for QuickBooks Desktop: Company file location and access permissions QuickBooks Desktop version QuickBooks SDK installed or need assistance with setup *(We can do this part for you)*</p> <p>>Avalara Account: Avalara developer account credentials or API keys Confirmation of sales tax jurisdictions and regions covered</p> <p>>Sales Data Details: Typical transaction types (Invoices, Sales Receipts, etc.) Customer address format and tax exemption info (if any) Product tax categories or codes used</p> <p>Once we have these details, we can plan and proceed with the integration smoothly.</p> | 7:58:44 PM |
| hannah | I'm going to check real quick. | 8:01:27 PM |
| | Can you do the first part for me? | 8:03:00 PM |
| | Can I give you remote access and you do it all? | 8:03:23 PM |
| Shubham Maurya | Yes, we can help with the process but before that just need to make sure that you are ready with Avalara Account and other details with you. | 8:04:31 PM |
| hannah | No I don't have any idea what I'm supposed to do. Do I need to contact Avalara and set up an account with them? | 8:05:25 PM |
| Shubham Maurya | Hold on let me check with team if we can help for that as well or should we guide you to connect with Avalara for account creation. As we do want to make it easy for you but in case if we are not authorized, then I may need to guide you to get in touch with Avalara team. | 8:08:06 PM |

| | | |
|----------------|--|------------|
| hannah | Ok. Let me know what is the best option. Thank you. | 8:08:54 PM |
| Shubham Maurya | Thank you for your patience Hannah, I just got a confirmation that for best option you can get in touch with Avalara support team as they can help you with account creation as well as further API integration as well as they will be having access of there tools. Though we can guide you with the further information in case if you stuck in this process. | 8:14:29 PM |
| | Please reach out to them, and we will keep this ticket open to assist you further and explore the best possible solutions. | 8:15:30 PM |
| hannah | I'll try it myself first, if I can't get it done, I'll contact Avalara. Thank you for your help! | 8:15:51 PM |
| Shubham Maurya | You are most welcome ! and thanks for your understanding with us Hannah. | 8:16:17 PM |
| | Is there anything else I may help you with ? | 8:16:20 PM |
| hannah | No, we're good. Thank you. | 8:20:31 PM |
| Shubham Maurya | Have a good one ! | 8:20:52 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 8:20:56 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:21:03 PM |

Shubham Maurya has ended this chat session

8:23:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82614 mary

Email: mary@infiniteaccountants.com 📞 2125440001

Department: Support(QB & App Hosting)

Operator: Yash Kalra

15 Oct, 4:26:18 AM

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 19 Mins 13 Secs

| | | |
|------------|--|--------------------|
| mary | Hello, I am your Acebuddy | 15 Oct, 4:26:19 AM |
| Acebuddy | Hello Mary, I'm your Ace Buddy. I'll be happy to assist you! | 4:26:20 AM |
| | Whom Would You Like to Connect With? | 4:26:20 AM |
| mary | Technical Support (QB & App Hosting) | 4:28:29 AM |
| Acebuddy | Welcome to Ace Support. | 4:28:30 AM |
| | Please chose an option : | 4:28:30 AM |
| mary | I'd like to report an Issue | 4:28:38 AM |
| Acebuddy | Please select an option! | 4:28:38 AM |
| mary | QuickBooks Issue | 4:28:42 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 4:28:42 AM |
| mary | Other QB related issue | 4:28:52 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:28:52 AM |
| mary | I'm experiencing very slow loading times when opening my QuickBooks company file on the hosted server. It takes much longer than usual to start and respond. Could you please check if there are any performance issues with the server? | 4:29:26 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:29:27 AM |
| | Acebuddy (bot) forwarded the chat request | 4:29:27 AM |
| | Abhay Kumar Saraswat accepted the chat transfer request. | 4:30:14 AM |
| | Abhay Kumar Saraswat is transferring the chat to Yash Kalra. | 4:30:24 AM |
| | Yash Kalra accepted the chat transfer request. | 4:30:46 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 4:30:49 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 4:30:53 AM |
| mary | myrealdata\IASAdmin.NPRE | 4:31:17 AM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 4:31:56 AM |
| | | |

| | | |
|------------|---|------------|
| | Mary, as I can check you are on a shared server, and no other user have reported the slowness issue till now. Also, everything seems to be good from side so we can consider it's not a case of server slowness. (Edited) | 4:34:24 AM |
| | Please help me with the name of the company file you are trying to acceess | 4:34:25 AM |
| mary | I'm trying to open the QuickBooks Accountant Desktop app. Could it be that I'm unable to open it due to a poor internet connection on my side? | 4:36:12 AM |
| Yash Kalra | May I take the remote access of your local computer to check the issue? | 4:36:51 AM |
| mary | Yes | 4:36:55 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 4:36:57 AM |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1782492888 | 4:37:09 AM |
| mary | Just to confirm, I should try opening it after 6-7 minutes, right? | 4:40:57 AM |
| Yash Kalra | Mary, it should be back with in next 2 minutes. | 4:41:59 AM |
| mary | Okay, thank you! | 4:42:09 AM |
| Yash Kalra | Please try to login now and check if the issue is resolved. (Edited) | 4:42:41 AM |
| mary | Okay | 4:42:49 AM |
| Yash Kalra | Is the issue resolved now? | 4:44:38 AM |
| mary | Yes, I was able to open it successfully. | 4:44:51 AM |
| Yash Kalra | Is there anything else I may help you with ? | 4:44:52 AM |
| mary | No, thank you! | 4:45:21 AM |
| Yash Kalra | 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. | 4:45:24 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 4:45:30 AM |

Yash Kalra has ended this chat session

4:45:32 AM



#82206 tina

Email: tina@groundscapeconcepts.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: SODDY DAISY

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 19 Secs

| | | |
|--------------|---|-------------------|
| tina | Hello, I am your Acebuddy | 3 Oct, 6:50:50 PM |
| Acebuddy | Hello Tina, I'm your Ace Buddy. I'll be happy to assist you! | 6:50:51 PM |
| | Whom Would You Like to Connect With? | 6:50:51 PM |
| tina | Technical Support (QB & App Hosting) | 6:51:11 PM |
| Acebuddy | Welcome to Ace Support. | 6:51:11 PM |
| | Please chose an option : | 6:51:11 PM |
| tina | I'd like to report an Issue | 6:51:21 PM |
| Acebuddy | Please select an option! | 6:51:21 PM |
| tina | QuickBooks Issue | 6:51:26 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:51:26 PM |
| tina | Other QB related issue | 6:51:33 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:51:33 PM |
| tina | Statements will not email | 6:51:59 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:51:59 PM |
| | Acebuddy (bot) forwarded the chat request | 6:51:59 PM |
| | Manish Singh accepted the chat transfer request. | 6:52:20 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 6:52:27 PM |
| | I will surely help you with this issue. | 6:52:35 PM |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 6:52:45 PM |
| tina | This is the first time we have created statements. So it may be just my account | 6:53:24 PM |
| Manish Singh | | |

| | | |
|--------------|--|------------|
| | I will surely help you with this issue. | 6:53:47 PM |
| | May I take the remote access of your server? | 6:53:52 PM |
| tina | Yes | 6:53:58 PM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 6:54:20 PM |
| tina | Everything is closed | 6:54:44 PM |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:55:22 PM |
| tina | Thank you for your help today. | 7:30:11 PM |
| Manish Singh | For now, we have sent all the forms individually, as multiple forms were unable to be sent. | 7:30:15 PM |
| | We will clean install the application in night hours. | 7:30:30 PM |
| | And let you know over the email. | 7:30:40 PM |
| tina | Ok thanks | 7:30:41 PM |
| Manish Singh | Is there anything else I may help you with ? | 7:30:43 PM |
| tina | No that is it. Thank you | 7:30:56 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 7:30:58 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:31:06 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:31:09 PM |
| | <i>Manish Singh has ended this chat session</i> | 7:31:10 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 10:12:00 PM

#82544 paul
Email: paul@fhbcpa.com ☎ 0000000000
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: 35 Secs
City: WILLIAMSBURG
State: West Virginia
Country: UNITED STATES


Chat Transcript

Chat Duration : 52 Mins 41 Secs

| | | |
|----------------|---|---------------------|
| paul | Hello, I am your Acebuddy | 13 Oct, 10:12:01 PM |
| Acebuddy | Hello Paul, I'm your Ace Buddy. I'll be happy to assist you! | 10:12:02 PM |
| | Whom Would You Like to Connect With? | 10:12:02 PM |
| paul | Technical Support (QB & App Hosting) | 10:12:25 PM |
| Acebuddy | Welcome to Ace Support. | 10:12:25 PM |
| | Please chose an option : | 10:12:25 PM |
| paul | I'd like to report an Issue | 10:14:51 PM |
| Acebuddy | Please select an option! | 10:14:51 PM |
| paul | Other Issue | 10:14:55 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:14:55 PM |
| paul | Our firms 2022 Ultratax software will not allow us to install the Maryland State software. | 10:15:24 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:15:24 PM |
| | Acebuddy (bot) forwarded the chat request | 10:15:24 PM |
| | Anjainay Singh accepted the chat transfer request. | 10:15:39 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 10:15:55 PM |
| | Hello Paul, how are you? | 10:16:21 PM |
| paul | I am well. | 10:16:33 PM |
| | Hope you are well Anjainay | 10:16:47 PM |
| Anjainay Singh | I am absolutely fine Paul , thankyou for asking. | 10:17:12 PM |
| | | |

| | | |
|----------------|--|-------------|
| | Could you please mention your issue and once again for confirmation? (Edited) | 10:17:32 PM |
| paul | Maryland 2022 state return software not able to download into our software. | 10:19:52 PM |
| Anjainay Singh | Could you please share screenshot for the issue so that I can provide you the right resolution. | 10:20:17 PM |
| | Are we still connected here? | 10:22:55 PM |
| | Are we still connected here? | 10:23:48 PM |
| paul | Yes | 10:23:51 PM |
| | I am logging in to do what you asked. | 10:24:00 PM |
| Anjainay Singh | Sure Paul. | 10:24:05 PM |
| paul | I will not be able to screen shot because it is through remote access | 10:24:24 PM |
| Anjainay Singh | May I take the remote access of your server? | 10:25:51 PM |
| | We are connected. | 10:26:37 PM |
| | Could you please download the Maryland Software once again? | 10:27:16 PM |
| paul | Did you see what happen? | 10:28:36 PM |
| | I already been on the phone with TR, and they referred me back to your support team for this issue. | 10:28:54 PM |
| Anjainay Singh | Could you please logout and login as an administrator ? | 10:28:57 PM |
| paul | They stated that the State software should be uninstalled and reinstalled | 10:29:35 PM |
| | I do not know if I can login as an administrator | 10:30:10 PM |
| | copy? | 10:31:09 PM |
| Anjainay Singh | Logout the application and right click on the icon and click on run as an administrator. (Edited) | 10:31:49 PM |
| paul | did you say simething? | 10:34:39 PM |
| Anjainay Singh | No I am resolving the issue . | 10:35:04 PM |
| | I am checking for the updates for application. | 10:35:42 PM |
| | I am doing some backend changes and I request you to please logout from server. | 10:38:45 PM |
| paul | Okay. Thank you | 10:38:52 PM |
| | Closed out | 10:40:02 PM |
| Anjainay Singh | I am logging you out of server and please login again. | 10:40:04 PM |
| | Please login again into the server so that we can take remote session once again. | 10:41:53 PM |
| paul | Done | 10:42:05 PM |
| | Logged back in | 10:42:09 PM |
| Anjainay Singh | Please download the Maryland once again. | 10:42:50 PM |
| paul | so now a new problem has arrised | 10:44:40 PM |
| | this is the problem i am having with the other client. It says the client does not exist. I think the path | 10:45:19 PM |

| | | |
|----------------|--|-------------|
| | got messed up when I chose to recover the last opened version of the return | |
| Anjainay Singh | We will try with reinstallation of application and will update the software. | 10:45:23 PM |
| paul | Did you see when I did that | 10:45:24 PM |
| Anjainay Singh | Yes I was seeing the issue. | 10:45:36 PM |
| paul | They were unable to correct it a moth ago for my other client but we did not see why it happened. Now we just saw that it happens when it tries to recover an unclosed client from preivious session. | 10:46:23 PM |
| Anjainay Singh | We will reinstall the application and will update it to latest version. | 10:46:35 PM |
| paul | Okay, you are in. you have it from here? | 10:47:02 PM |
| Anjainay Singh | Please try to download Maryland once again and if it happens again we will proceed with reinstallation. | 10:48:15 PM |
| | While reinstallation there is requirement that no users should be logged into the server and once it will be reinstalled I will inform you over an email shortly. | 10:49:10 PM |
| paul | I am not allowed in that particular client to be able to download the Maryland return | 10:49:20 PM |
| | Let me tell my coworkers not to be in 2022 UT | 10:49:43 PM |
| Anjainay Singh | Sure Paul. | 10:50:14 PM |
| | Once it will be done I will inform you over an email. | 10:50:25 PM |
| paul | is anyone logged into 2022 now? | 10:50:43 PM |
| | can you tell? | 10:50:46 PM |
| Anjainay Singh | 4 users are currently logged in. | 10:51:02 PM |
| | <i>10:51:16 PMAnjainay Singh is sharing a file with you</i> <i>image.png</i> - (<i>Size:19.89 KB</i>) | 10:51:16 PM |
| paul | to 2022 or can not be logged in at all? | 10:51:18 PM |
| Anjainay Singh | I will logout every users by sending them messages and I will try to reinstall the application. | 10:51:50 PM |
| | Please let me know if it works for you? | 10:53:06 PM |
| | Are we still connected here? | 10:54:18 PM |
| paul | We are getting the word out now | 10:54:31 PM |
| Anjainay Singh | Okay Paul. | 10:54:44 PM |
| | We can arrange it in night hours as well to avoid any disruption. | 10:55:31 PM |
| paul | five minutes | 10:55:41 PM |
| | everyone will be out | 10:55:44 PM |
| Anjainay Singh | Sure. | 10:55:47 PM |
| | I will start the reinstallation. | 10:56:01 PM |
| paul | They tried this process a month or so ago and it did not work | 10:56:08 PM |
| | Im logged out | 10:56:41 PM |
| | | |

| | | |
|--|---|-------------|
| Anjainay Singh | If it happens again I will arrange a call back with my senior level team to resolve it completely. | 10:57:02 PM |
| paul | Do you think you will be able to resolve why the Ivereson client file is now not existing since I asked to recover the previous version? | 10:57:17 PM |
| Anjainay Singh | Sure , I consulted it with my team and found that after reinstallation and update of application issue may get resolve. | 10:58:08 PM |
| | I will prioritize your issue and will work on it urgently. | 10:59:13 PM |
| | As its done I will instantly inform you over an email. | 10:59:44 PM |
| | Are we still connected here? | 11:00:58 PM |
| paul | yea | 11:01:04 PM |
| | everyone is logged out | 11:01:17 PM |
| | sorry | 11:01:22 PM |
| | one more employee | 11:01:28 PM |
| | is logged in | 11:01:32 PM |
| Anjainay Singh | Yes I am starting the process of resinstallation. | 11:01:39 PM |
| paul | all is out | 11:01:45 PM |
| Anjainay Singh | I will inform you over an email. | 11:01:50 PM |
| | I saw that Paul. | 11:02:03 PM |
| | Is there anything else I may help you with ? | 11:02:16 PM |
| paul | You are going to email everyone when it is safe to log back in? | 11:02:49 PM |
| Anjainay Singh | Yes Paul. | 11:02:55 PM |
| paul | Are you also going to try to resolve my clients Remekis and Iversen where I can not open any years of their returns? | 11:03:29 PM |
| Anjainay Singh | Yes I will try my best to resolve it. | 11:03:48 PM |
| paul | Because apparently when I Recover last opened client file when I initially log in, it some how changes the file name and/or path | 11:04:05 PM |
| | TY | 11:04:06 PM |
| | Will end chat now | 11:04:12 PM |
| Anjainay Singh | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 11:04:21 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:04:33 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 11:04:42 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Oct, 11:45:05 AM

#82739 pratibha
Email: pratibha@patel.cpa
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: 33 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 45 Secs

| | | |
|----------|--|---------------------|
| pratibha | Hello, I am your Acebuddy | 18 Oct, 11:45:06 AM |
| Acebuddy | Hello Pratibha, I'm your Ace Buddy. I'll be happy to assist you! | 11:45:08 AM |
| | Whom Would You Like to Connect With? | 11:45:08 AM |
| pratibha | Technical Support (QB & App Hosting) | 11:45:32 AM |
| Acebuddy | Welcome to Ace Support. | 11:45:32 AM |
| | Please chose an option : | 11:45:32 AM |
| pratibha | I'd like to report an Issue | 11:45:39 AM |
| Acebuddy | Please select an option! | 11:45:39 AM |
| pratibha | QuickBooks Issue | 11:45:43 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:45:43 AM |
| pratibha | Other QB related issue | 11:46:00 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:46:00 AM |
| | 11:46:27 AMpratibha is sharing a file with you image.png - (Size:38.08 KB) | 11:46:27 AM |
| | Please wait while we connect you to a Support Representative | 11:46:27 AM |

| | | |
|-----------------|--|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:46:27 AM |
| | <i>Ankit Kumar accepted the chat transfer request.</i> | 11:48:20 AM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today. | 11:48:28 AM |
| | <i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i> | 11:49:02 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 11:49:12 AM |
| pratibha | Hi | 11:49:20 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 11:49:20 AM |
| | Hello Pratibha | 11:49:28 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:49:39 AM |
| pratibha | RDP_Pratibha_PPC | 11:50:15 AM |
| Shubham Kataria | We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system. | 11:52:20 AM |
| | We assure you that the version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues. | 11:52:46 AM |
| | We regularly apply all the latest security patches and updates released by Microsoft without delay. | 11:53:01 AM |
| | There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance. | 11:53:13 AM |
| | For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop: Windows Server 2022 Windows Server 2019 Windows Server 2016 | 11:53:18 AM |
| | <i>11:53:40 AMShubham Kataria is sharing a file with you</i> image.png - (Size:32.69 KB) | 11:53:40 AM |
| | <i>As ACH is running your QuickBooks on these supported versions, no action is required from your end you</i> | |
| pratibha | ok | 11:54:23 AM |
| | Thank you | 11:54:32 AM |
| Shubham Kataria | You're welcome | 11:54:39 AM |
| | Is there anything else I may help you with ? | 11:54:42 AM |
| pratibha | No | 11:55:20 AM |
| | Thank you so much | 11:55:33 AM |
| Shubham Kataria | You're welcome | 11:55:37 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on | 11:55:43 AM |

| | | |
|--|---|-------------|
| | smileys at the end of this chat. | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:55:46 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 11:55:48 AM |
| | <i>Shubham Kataria has ended this chat session</i> | 11:55:52 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 8:52:42 PM

#83073 Lisa
Email: lisa@hemrindustrial.com 📞 541-396-4674
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 56 Secs
City: BANDON
State: Oregon
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 49 Secs

| | | |
|----------|--|--------------------|
| Lisa | Hello, I am your Acebuddy | 29 Oct, 8:52:43 PM |
| Acebuddy | Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you! | 8:52:44 PM |

| | | |
|----------------|--|------------|
| | Whom Would You Like to Connect With? | 8:52:44 PM |
| Lisa | Technical Support (QB & App Hosting) | 8:52:55 PM |
| Acebuddy | Welcome to Ace Support. | 8:52:55 PM |
| | Please chose an option : | 8:52:55 PM |
| Lisa | I'd like to report an Issue | 8:53:04 PM |
| Acebuddy | Please select an option! | 8:53:04 PM |
| Lisa | Other Issue | 8:53:10 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:53:10 PM |
| Lisa | format page to fit screen | 8:53:43 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:53:43 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:53:43 PM |
| | <i>Gaurava Tyagi declined the transfer request.</i> | 8:54:13 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 8:54:26 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 8:54:40 PM |
| Lisa | Good morning. I need to have someone format my quickbooks page to fit my screen. I am not authorized to adjust the settings. | 8:55:17 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:55:31 PM |
| Lisa | HEMR Industrial Contractors, LLC | 8:55:46 PM |
| | Lisa (Lathrom) McNeill | 8:55:56 PM |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. So have you made any changes before getting this issue or other users are also facing the same? | 8:57:54 PM |
| Lisa | I have a new monitor, and QB does not fit the full screen. I cannot change the settings for it. | 8:59:13 PM |
| Shubham Maurya | Alright, let me check that for you. | 8:59:26 PM |
| | May I take the remote access of your local computer? | 8:59:29 PM |
| Lisa | yes | 8:59:34 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/5232547146 | 8:59:47 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 8:59:56 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 8:59:58 PM |
| | Hope this is what you were asking for Lisa? | 9:03:11 PM |
| Lisa | How do I get it back to my other monitor? | 9:04:25 PM |
| Shubham Maurya | Try to drag it now. | 9:07:25 PM |
| Lisa | Thank you. And now how do I get this side back to my normal screen | 9:08:52 PM |

| | | |
|----------------|--|------------|
| Shubham Maurya | You don't want it to be on both screen? | 9:11:26 PM |
| Lisa | No. I need QB on one screen and my other screen for other operations like email and such | 9:11:53 PM |
| Shubham Maurya | Okay, let me disable all monitor mode. | 9:12:19 PM |
| | Try to drag it now and check. | 9:13:37 PM |
| Lisa | It fits the screen on the side that I need it but I still need my other screen back | 9:14:12 PM |
| Shubham Maurya | The one where we are on chat is free to use as your local computer screen. | 9:14:57 PM |
| Lisa | perfect. That is what I needed! | 9:15:23 PM |
| Shubham Maurya | Good to see that it's back to the way you wanted. | 9:15:48 PM |
| | Is there anything else I may help you with ? | 9:15:51 PM |
| Lisa | That is all. Thank you very much for your help today | 9:16:06 PM |
| Shubham Maurya | You are most welcome ! | 9:16:15 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 9:16:18 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:16:22 PM |
| | Have a good one!! | 9:16:29 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 9:16:32 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82840 louis pav

Email: louis pav@daskytems.com 📞 19495823908

22 Oct, 10:18:57 PM

Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 58 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 7 Secs

| | | |
|----------------|---|---------------------|
| louis pav | Hello, I am your Acebuddy | 22 Oct, 10:18:57 PM |
| Acebuddy | Hello Louis pav, I'm your Ace Buddy. I'll be happy to assist you! | 10:18:58 PM |
| | Whom Would You Like to Connect With? | 10:18:58 PM |
| louis pav | Technical Support (QB & App Hosting) | 10:19:01 PM |
| Acebuddy | Welcome to Ace Support. | 10:19:01 PM |
| | Please chose an option : | 10:19:01 PM |
| louis pav | I'd like to report an Issue | 10:19:06 PM |
| Acebuddy | Please select an option! | 10:19:06 PM |
| louis pav | Other Issue | 10:19:14 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:19:14 PM |
| louis pav | We cannot log in to our server | 10:19:26 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:19:26 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:19:26 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 10:19:53 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 10:20:02 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:20:13 PM |
| louis pav | dasservices.myrealddata.net | 10:20:32 PM |
| | LouPavlovich@myrealddata.net | 10:20:45 PM |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. | 10:21:16 PM |
| | Thanks for the patience, we just checked server is up and working fine. please do let me know is there any error message when you try to login? | 10:24:45 PM |
| | How many users are facing this issue? | 10:24:51 PM |
| | | |

| | | |
|----------------|---|-------------|
| louis pav | just 1 user, it happens often, we're getting a black screen, we can't see the server homepage | 10:25:14 PM |
| | I can show you a screenshot | 10:25:21 PM |
| | <i>10:25:54 PM</i> louis pav is sharing a file with you image.png - (Size:249.04 KB) | 10:25:54 PM |
| Shubham Maurya | Okay, please hold on let me reboot the server for you. | 10:26:22 PM |
| louis pav | ok | 10:26:29 PM |
| | <i>10:26:53 PM</i> Shubham Maurya is sharing a file with you image.png - (Size:2.47 KB) | 10:26:53 PM |
| | <i>This will be disconnecting these account from the server hope that will not be an issue? (Edited)</i> | |
| | proceed | 10:27:12 PM |
| Shubham Maurya | Alright, thanks for the patience Louis. | 10:28:59 PM |
| | Please login back and check if it's working now. | 10:29:07 PM |
| louis pav | ok | 10:29:13 PM |
| | same black screen | 10:30:11 PM |
| Shubham Maurya | Okay, we have disconnected your session manually. | 10:30:59 PM |
| | Please check now. | 10:31:04 PM |
| louis pav | ok | 10:31:10 PM |
| | <i>10:31:45 PM</i> louis pav is sharing a file with you image.png - (Size:110.18 KB) | 10:31:45 PM |
| Shubham Maurya | May I take the remote access of your local computer? | 10:32:01 PM |
| louis pav | sure | 10:32:08 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/9102235655 | 10:32:33 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 10:32:39 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 10:32:42 PM |
| louis pav | 910-223-5655 | 10:32:52 PM |
| | sorry, one moment | 10:33:07 PM |
| Shubham Maurya | Sure, please take your time. | 10:33:16 PM |
| louis pav | oh no, this happened last time as well. I'm just getting a blank white screen now | 10:34:22 PM |
| | <i>10:34:34 PM</i> louis pav is sharing a file with you image.png - (Size:137.01 KB) | 10:34:34 PM |
| | Let me know if that worked | 10:34:56 PM |
| | I just hit Tab and then Enter | 10:35:10 PM |
| Shubham Maurya | 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 | 10:35:10 PM |

| | | |
|----------------|---|-------------|
| | give your confirmation on this chat. | |
| louispav | ok | 10:35:18 PM |
| Shubham Maurya | Could you please reboot your local system once, it's uptime is high. This will clear cache file from system. | 10:36:29 PM |
| louispav | ok | 10:36:40 PM |
| Shubham Maurya | Reopen your browser and press ctrl+shift+T to restore tabs. | 10:36:55 PM |
| louispav | ok | 10:37:02 PM |
| | back up and running | 10:39:26 PM |
| Shubham Maurya | Please check it's working good now, please keep rebooting local system once to clear RAM cache files. | 10:40:38 PM |
| louispav | that's a pretty significant inconvenience to have to do that quite often just to connect to QB | 10:41:27 PM |
| | ok, everything looks good | 10:42:01 PM |
| Shubham Maurya | We completely understand that Louis, but cache files needs to be removed so we also schedule our server reboot to prevent such issues due to cache. | 10:42:30 PM |
| | Is there anything else I may help you with ? | 10:42:34 PM |
| louispav | that is it, thank you for your help | 10:42:47 PM |
| Shubham Maurya | You are most welcome ! | 10:42:57 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! | 10:43:00 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:43:02 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 10:43:05 PM |



Chat Transcript

Hello, I am your Acebuddy

#82170 Sabrina Ferrante Reis
Email: sabrina@timeprotax.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 5 Secs
City: FRANCA
State: Sao Paulo
Country: BRAZIL

| | | |
|-----------------------|---|-------------------|
| Sabrina Ferrante Reis | Hello, I am your Acebuddy | 2 Oct, 7:21:48 PM |
| Acebuddy | Hello Sabrina Ferrante Reis, I'm your Ace Buddy. I'll be happy to assist you! | 7:21:49 PM |
| | Whom Would You Like to Connect With? | 7:21:49 PM |
| Sabrina Ferrante Reis | Technical Support (QB & App Hosting) | 7:22:01 PM |
| Acebuddy | Welcome to Ace Support. | 7:22:01 PM |
| | Please chose an option : | 7:22:01 PM |
| Sabrina Ferrante Reis | I'd like to report an Issue | 7:22:07 PM |
| Acebuddy | Please select an option! | 7:22:07 PM |
| Sabrina Ferrante Reis | Other Issue | 7:22:13 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:22:13 PM |
| Sabrina Ferrante Reis | I'm facing 2 issues right now. 1st - On my user I still can't access the ProSeries clients files. 2nd - Elaine still can't print the returns on ProSeries to send to the clients. We really need you to solve those problems, the deadline is coming. | 7:25:17 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:25:17 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:25:17 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 7:25:28 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 7:25:56 PM |
| | I deeply apologize for the inconvenience caused to you. | 7:26:22 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:26:33 PM |
| Sabrina Ferrante Reis | My server name is myrealdata\Sabrina_TPT And Elaine's myrealdata\Elaine_TPT | 7:27:43 PM |

| | | |
|-----------------------|--|------------|
| Vikas Singh Chauhan | Thanks for the confirmation ! | 7:28:28 PM |
| | Are these issue happing with your profile on the server or with other user's profile as well ? | 7:29:03 PM |
| Sabrina Ferrante Reis | We both have different issues. I can't open the files on ProSeries. And Elaine (on her profile), can't print the returns. | 7:30:31 PM |
| | We have already talked to the support before, but nothing was solved | 7:31:46 PM |
| Vikas Singh Chauhan | Yes, allow me 4-5 minutes, you issue is already escalated to concerned team. Let me get an update for you. | 7:32:38 PM |
| Sabrina Ferrante Reis | Ok, thank you. Elaine also had already sent you guys an e-mail, because she found a solution on ChatGPT. | 7:33:40 PM |
| Vikas Singh Chauhan | Yes, team is reviewing the steps she sent. | 7:36:24 PM |
| Sabrina Ferrante Reis | Ok, thank you | 7:37:17 PM |
| Vikas Singh Chauhan | Could you please check the Proseries file issue which was reported by Elaine, team already made the changes as per ticket #776724 | 7:38:47 PM |
| Sabrina Ferrante Reis | Yes, I'm gonna check. But Elaine's printing issue keeps the same, she just tried to print and the same error apperead | 7:40:22 PM |
| Vikas Singh Chauhan | Okay, please check this after 5 minutes, team is making few more changes. | 7:40:51 PM |
| Sabrina Ferrante Reis | Ok | 7:41:02 PM |
| Vikas Singh Chauhan | Let me check this ? | 7:41:07 PM |
| Sabrina Ferrante Reis | Yes, sure | 7:41:33 PM |
| | 7:41:52 PMSabrina Ferrante Reis is sharing a file with you image.png - (Size:182.41 KB) | 7:41:52 PM |
| Vikas Singh Chauhan | This is happening with Proseries 2024, right ? | 7:42:01 PM |
| Sabrina Ferrante Reis | Exactly | 7:42:13 PM |
| Vikas Singh Chauhan | Okay | 7:42:18 PM |
| | Kindly allow me few more minutes, team is till working on it. | 7:49:03 PM |
| | Escalation team is connected remotely with Elaine on server to assist her. | 7:55:05 PM |
| | For you issue, where you are not able to open client files, may I take remote access of your local computer ? | 7:56:03 PM |
| Sabrina Ferrante Reis | I'm with Elaine's server opened | 7:57:05 PM |
| Vikas Singh Chauhan | Okay | 7:57:18 PM |
| | Please ask Elaine to login to the Proseries 2024. | 8:04:04 PM |
| Sabrina Ferrante Reis | Have you guys tried what Elaine sent? | 8:10:02 PM |
| | The error means ProSeries is missing a required font file for PDF generation: java.lang.IllegalStateException: Expected Fonts Directory to contain 'OCR_A__.pfb' Why it happens ProSeries relies on Adobe Type 1 fonts (OCR-A) for forms. The .pfb file is normally in the “Fonts” | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 7:25:59 PM

#82631 Rachel Agnew
Email: rachel@securitylogisticsnm.com 📞 15054596918
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Secs
City: SURPRISE
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 6 Secs

| | | |
|----------------|---|--------------------|
| Rachel Agnew | Hello, I am your Acebuddy | 15 Oct, 7:25:59 PM |
| Acebuddy | Hello Rachel Agnew, I'm your Ace Buddy. I'll be happy to assist you! | 7:26:01 PM |
| | Whom Would You Like to Connect With? | 7:26:01 PM |
| Rachel Agnew | Technical Support (QB & App Hosting) | 7:28:01 PM |
| Acebuddy | Welcome to Ace Support. | 7:28:01 PM |
| | Please chose an option : | 7:28:01 PM |
| Rachel Agnew | I'd like to report an Issue | 7:28:09 PM |
| Acebuddy | Please select an option! | 7:28:09 PM |
| Rachel Agnew | Other Issue | 7:28:19 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:28:19 PM |
| Rachel Agnew | Access to server | 7:28:32 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:28:33 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:28:33 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 7:29:04 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 7:29:08 PM |

| | | |
|--|---|------------|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:29:17 PM |
| | Are we still connected here? | 7:37:43 PM |
| | Are we still connected here? | 7:42:09 PM |
| | Are we still connected here? | 7:50:03 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 7:51:04 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 7:51:06 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 3:51:27 AM

#82231 dimitri
Email: dimitri@1933group.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 26 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 50 Secs

| | | |
|----------|---|-------------------|
| dimitri | Hello, I am your Acebuddy | 4 Oct, 3:51:27 AM |
| Acebuddy | Hello Dimitri, I'm your Ace Buddy. I'll be happy to assist you! | 3:51:28 AM |
| | Whom Would You Like to Connect With? | 3:51:28 AM |
| dimitri | Technical Support (QB & App Hosting) | 3:51:34 AM |
| Acebuddy | Welcome to Ace Support. | 3:51:34 AM |
| | | |

| | | |
|------------|--|------------|
| | Please chose an option : | 3:51:34 AM |
| dimitri | I'd like to raise a Request | 3:51:40 AM |
| Acebuddy | Please select your request type. | 3:51:40 AM |
| dimitri | Setup Ace Server | 3:51:45 AM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 3:51:45 AM |
| dimitri | MacOS | 3:51:49 AM |
| Acebuddy | Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer. | 3:51:49 AM |
| | Do you need any further assistance on the topic? | 3:51:49 AM |
| dimitri | Yes | 3:51:55 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 3:51:56 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:51:56 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 3:52:00 AM |
| Yash Kalra | Hello Dimitri | 3:52:15 AM |
| dimitri | you left the chat | 3:52:31 AM |
| | tell me how to get back in please | 3:52:49 AM |
| Yash Kalra | We are still connected on the previous chat session | 3:53:09 AM |
| | Please allow me to close the previous session | 3:53:25 AM |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6982381488 | 3:53:58 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. | 3:55:08 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. | 4:28:18 AM |
| | <i>Ended due to chat idle timeout</i> | 4:28:18 AM |



#82519 Paul Wild
Email: paulw@compu-imaging.com 📞 16512068343
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: PEQUOT LAKES
State: Minnesota
Country: UNITED STATES

| | | |
|-----------------|--|--------------------|
| Paul Wild | Hello, I am your Acebuddy | 13 Oct, 9:12:35 AM |
| Acebuddy | Hello Paul Wild, I'm your Ace Buddy. I'll be happy to assist you! | 9:12:36 AM |
| | Whom Would You Like to Connect With? | 9:12:36 AM |
| Paul Wild | Technical Support (QB & App Hosting) | 9:12:49 AM |
| Acebuddy | Welcome to Ace Support. | 9:12:49 AM |
| | Please chose an option : | 9:12:49 AM |
| Paul Wild | I'd like to report an Issue | 9:12:55 AM |
| Acebuddy | Please select an option! | 9:12:56 AM |
| Paul Wild | Other Issue | 9:13:00 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:13:00 AM |
| Paul Wild | We cannot connect to our remote resource. Are your servers down? | 9:13:19 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:13:20 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:13:20 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 9:13:39 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 9:13:44 AM |
| | Hello Paul | 9:13:55 AM |
| Paul Wild | Hello | 9:14:00 AM |
| Shubham Kataria | Kindly confirm if you're receiving MFA related error while log onto the server. | 9:14:16 AM |
| Paul Wild | | |

| | | |
|--|-------------------------------|------------|
| | We are finally able to get it | 9:14:47 AM |
| | no help necessary anymore. | 9:15:09 AM |
| | Have a great rest of your day | 9:15:13 AM |

Paul Wild has ended this chat session

9:15:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 11:27:47 PM

#82488 lindsay butticci
Email: lindsay@stainlessintl.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: SACRAMENTO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Secs

| | | |
|------------------|--|---------------------|
| lindsay butticci | Hello, I am your Acebuddy | 11 Oct, 11:27:48 PM |
| Acebuddy | Hello Lindsay Butticci, I'm your Ace Buddy. I'll be happy to assist you! | 11:27:49 PM |
| | Whom Would You Like to Connect With? | 11:27:49 PM |
| lindsay butticci | Technical Support (QB & App Hosting) | 11:27:55 PM |
| Acebuddy | Welcome to Ace Support. | 11:27:56 PM |
| | Please chose an option : | 11:27:56 PM |
| | <i>lindsay butticci has ended this chat session</i> | 11:28:17 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 10:03:30 PM

#82923 Nick Gagon
Email: nick@npftax.com 📞 16268981892
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: PROVO
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 37 Secs

| | | |
|------------|--|---------------------|
| Nick Gagon | Hello, I am your Acebuddy | 24 Oct, 10:03:30 PM |
| Acebuddy | Hello Nick, I'm your Ace Buddy. I'll be happy to assist you! | 10:03:31 PM |
| | Whom Would You Like to Connect With? | 10:03:31 PM |
| Nick Gagon | Technical Support (QB & App Hosting) | 10:03:38 PM |
| Acebuddy | Welcome to Ace Support. | 10:03:38 PM |
| | Please chose an option : | 10:03:38 PM |
| Nick Gagon | I'd like to raise a Request | 10:03:45 PM |
| Acebuddy | Please select your request type. | 10:03:45 PM |
| Nick Gagon | Other Request | 10:03:57 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. | 10:03:57 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:03:57 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. | 10:36:07 PM |
| | Ended due to chat idle timeout | 10:36:08 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 6:57:03 AM

#82514 Marie Puterbaugh
Email: marie@mvpfinancialsolutionsllc.com ☎ 13108966854
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 37 Secs
City: REDONDO BEACH
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 19 Secs

| | | |
|------------------|---|--------------------|
| Marie Puterbaugh | Hello, I am your Acebuddy | 13 Oct, 6:57:04 AM |
| Acebuddy | Hello Marie Puterbaugh, I'm your Ace Buddy. I'll be happy to assist you! | 6:57:05 AM |
| | Whom Would You Like to Connect With? | 6:57:05 AM |
| Marie Puterbaugh | Technical Support (QB & App Hosting) | 6:57:11 AM |
| Acebuddy | Welcome to Ace Support. | 6:57:11 AM |
| | Please chose an option : | 6:57:11 AM |
| Marie Puterbaugh | I'd like to report an Issue | 6:57:16 AM |
| Acebuddy | Please select an option! | 6:57:16 AM |
| Marie Puterbaugh | Other Issue | 6:57:23 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:57:23 AM |
| Marie Puterbaugh | ALL OF THE SUDDEN IT IS ASKING ME FOR A PASSWORD AND YOUR 24/7 CUSTOMER SERVICE ISN'T ANSWERING. I NEED TO LOG IN - IS ANYBODY THERE? | 6:58:12 AM |
| | | |

| | | |
|------------------|---|------------|
| Acebuddy | Please wait while we connect you to a Support Representative | 6:58:13 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:58:13 AM |
| | <i>Ankit Kumar accepted the chat transfer request.</i> | 6:59:02 AM |
| | <i>Ankit Kumar is transferring the chat to Rohan.</i> | 6:59:18 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 6:59:23 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 6:59:31 AM |
| | Hello Marie, how are you doing today ? | 6:59:44 AM |
| | I will surely help you with this issue. | 7:00:33 AM |
| | Kindly allow me 3-4 minutes to check the same. | 7:00:40 AM |
| | Marie, Could you please share the Screenshot of the Error ? | 7:03:03 AM |
| Marie Puterbaugh | I can try | 7:04:15 AM |
| | It just repeatedly asks me for a password - usually I can get a customer service rep to log in but it goes to voicemail. | 7:05:10 AM |
| | I have used this over a year a NEVER had a password - I changed it on Microsoft and ACE and it still doesn't work - it says I need permission from the administrator. | 7:05:43 AM |
| | When I click on the icon it says "Windows Security" Enter your credentials - these credentials will be used to connect to the following computers - RDG.myrealdata.net (RD Gateway server) and 2) MVPFinanical.myrealdata.net (remote computer) | 7:07:07 AM |
| Rohan | Thank you for providing all the information in detail. | 7:07:40 AM |
| Marie Puterbaugh | It says "more choices" and i try microsoft and it doesn't work. I have tax returns due soon and this is very concerning. | 7:07:43 AM |
| | I need a call from a tech person ASAP to fix this - I used this today and this is new. | 7:08:02 AM |
| | I've tried too many times, nothing works | 7:08:20 AM |
| | What happened to 24/7 being able to talk to a person, is the system down? This is weird | 7:08:44 AM |
| Rohan | We kindly request you to reset your password through My Portal. Your issue will likely be resolved within 3 minutes. | 7:08:58 AM |
| Marie Puterbaugh | I did that 10 minutes ago | 7:09:40 AM |
| Rohan | Marie, We are still available 24/7. You can try again if you wish However I can assist with this issue here over the chat | 7:09:57 AM |
| | May I take the remote access of your local computer? | 7:10:04 AM |
| Marie Puterbaugh | No, I want to call the customer service line and have somebody answer please | 7:10:25 AM |
| | We got hacked on another computer online | 7:10:37 AM |
| Rohan | Marie, Please try again calling us on this number "ACE Support 888-415-5240" | 7:11:04 AM |
| Marie Puterbaugh | Ok | 7:11:32 AM |
| Rohan | Marie, since you are already connected with one of our team members over the call, we will proceed | 7:21:11 AM |

| | | |
|--|---|------------|
| | with closing this chat. | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:21:14 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:21:20 AM |
| | <i>Rohan has ended this chat session</i> | 7:21:23 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 11:45:02 PM

#82148 Jennifer Cope
Email: office@csioftexas.com 📞 18175608883
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: FT WORTH
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 10 Secs

| | | |
|---------------|--|--------------------|
| Jennifer Cope | Hello, I am your Acebuddy | 1 Oct, 11:45:02 PM |
| Acebuddy | Hello Doug, I'm your Ace Buddy. I'll be happy to assist you! | 11:45:03 PM |


| | | |
|---------------|--|-------------|
| | Whom Would You Like to Connect With? | 11:45:03 PM |
| Jennifer Cope | Technical Support (QB & App Hosting) | 11:45:17 PM |
| Acebuddy | Welcome to Ace Support. | 11:45:17 PM |
| | Please chose an option : | 11:45:17 PM |
| Jennifer Cope | I'd like to report an Issue | 11:45:24 PM |
| Acebuddy | Please select an option! | 11:45:25 PM |
| Jennifer Cope | QuickBooks Issue | 11:45:29 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:45:29 PM |
| Jennifer Cope | QuickBooks is Frozen | 11:45:35 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 11:45:35 PM |
| | Was that helpful? | 11:45:35 PM |
| Jennifer Cope | No | 11:45:40 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 11:45:40 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:45:40 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 11:46:20 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 11:46:23 PM |
| Jennifer Cope | Locked up. Won't clear | 11:46:57 PM |
| Manish Singh | I will surely help you with this issue. | 11:47:02 PM |
| | Is this the first time you're experiencing this issue? (Edited) | 11:47:07 PM |
| Jennifer Cope | just one account. first time. | 11:47:27 PM |
| | says there is a QB upgrade. we aren't authorized | 11:47:47 PM |
| | <i>11:48:27 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:1.62 KB)</i> <i>You can use Qb reset icon to unfreeze the QuickBooks.</i> | 11:48:27 PM |
| | Yes, tried that numerous times. Screen is frozen. Signed on and off numerous times | 11:49:20 PM |
| | can you sign in to see the screen | 11:49:41 PM |
| Manish Singh | Kindly check now. | 11:50:02 PM |
| Jennifer Cope | OK still have UNFREEZE QUICKBOOKS on middle of screen. Won't go away | 11:50:56 PM |
| Manish Singh | May I take the remote access of your server? | 11:51:01 PM |
| Jennifer Cope | ok | 11:51:07 PM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 11:51:30 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till | |

Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: SARATOGA SPRINGS
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins

| | | |
|-----------------|--|--------------------|
| Jennifer Snyder | Hello, I am your Acebuddy | 22 Oct, 5:31:27 PM |
| Acebuddy | Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you! | 5:31:28 PM |
| | Whom Would You Like to Connect With? | 5:31:28 PM |
| Jennifer Snyder | Technical Support (QB & App Hosting) | 5:31:32 PM |
| Acebuddy | Welcome to Ace Support. | 5:31:32 PM |
| | Please chose an option : | 5:31:32 PM |
| Jennifer Snyder | I'd like to report an Issue | 5:31:36 PM |
| Acebuddy | Please select an option! | 5:31:36 PM |
| Jennifer Snyder | Other Issue | 5:31:40 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:31:40 PM |
| Jennifer Snyder | windows 11 update? | 5:31:51 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:31:52 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:31:52 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 5:32:02 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 5:32:06 PM |
| Jennifer Snyder | Thank you. | 5:32:18 PM |
| | I am getting this warning and I am wondering when the upgrade to windows 11 will happen? | 5:32:41 PM |
| | <i>5:32:49 PMJennifer Snyder is sharing a file with you</i> Screenshot 2025-10-22 080024.png - (Size:35.86 KB) | 5:32:49 PM |
| Manish Singh | We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system. We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues. We regularly apply all the latest security patches and updates released by Microsoft without delay. | |

| | | |
|--|--|------------|
| | <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p> <p>For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop:</p> <p>Windows Server 2022</p> <p>Windows Server 2019</p> <p>Windows Server 2016</p> | 5:33:55 PM |
| Jennifer Snyder | why am I getting the warning? | 5:34:23 PM |
| Manish Singh | This is the Warning from QuickBooks for all users. | 5:35:19 PM |
| | As support of Windows 10 no longer supported you can ignore the message. | 5:35:55 PM |
| | Are we still connected here? | 5:39:23 PM |
| | Are we still connected here? | 5:44:37 PM |
| | Are we still connected here? | 5:47:11 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. | 5:47:24 PM |
| | <i>Manish Singh has ended this chat session</i> | 5:47:27 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

| | |
|--|--------------------|
| Visitor Details | 16 Oct, 8:54:15 AM |
| <p>#82682 Lashanna Mann</p> <p>Email: hello@fundfriendfinancial.com 📞 16785252567</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Karan Kanwal</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Mac OS</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 1 Min 26 Secs</p> <p>City: SUN VALLEY</p> | |

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 47 Secs

| | | |
|---------------|--|--------------------|
| Lashanna Mann | Hello, I am your Acebuddy | 16 Oct, 8:54:15 AM |
| Acebuddy | Hello Lashanna Mann, I'm your Ace Buddy. I'll be happy to assist you! | 8:54:16 AM |
| | Whom Would You Like to Connect With? | 8:54:16 AM |
| Lashanna Mann | Technical Support (QB & App Hosting) | 8:54:20 AM |
| Acebuddy | Welcome to Ace Support. | 8:54:20 AM |
| | Please chose an option : | 8:54:20 AM |
| Lashanna Mann | I'd like to report an Issue | 8:54:26 AM |
| Acebuddy | Please select an option! | 8:54:26 AM |
| Lashanna Mann | Other Issue | 8:54:33 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:54:34 AM |
| Lashanna Mann | No internet for Drake tax software | 8:54:44 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:54:44 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:54:44 AM |
| Lashanna Mann | This is my second chat | 8:56:09 AM |
| | <i>Ankit Kumar accepted the chat transfer request.</i> | 8:56:44 AM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today. | 8:56:49 AM |
| | <i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i> | 8:56:54 AM |
| | <i>Karan Kanwal accepted the chat transfer request.</i> | 8:56:59 AM |
| Karan Kanwal | Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today. | 8:57:05 AM |
| Lashanna Mann | Yes | 8:57:22 AM |
| Karan Kanwal | How may I assist you today. | 8:58:11 AM |
| Lashanna Mann | I have no internet on the desktop so it says on my Drake software | 8:58:30 AM |
| | I just had chat message where i was told some patching was done in background | 8:58:51 AM |
| | FFF.myrealddata.net | 9:00:12 AM |
| Karan Kanwal | Kindly confirm are you getting Unable to connect. Check your internet connection? | 9:02:34 AM |
| Lashanna Mann | My internet is fine, I am communicating with you on same device | 9:03:02 AM |
| | However the remote desktop is not working | 9:03:18 AM |
| Karan Kanwal | | |

| | | |
|---|---|------------|
| | We've identified a widespread server website access issue that our team is actively addressing. The estimated resolution time is 2-3 hours. Please try again later. Apologies for the disruption. | 9:04:18 AM |
| Lashanna Mann | Oh wow | 9:05:24 AM |
| Karan Kanwal | I understand the frustration caused, we are actively working on this issue and will update you as soon as we have a resolution. | 9:06:33 AM |
| Lashanna Mann | This will cause many issues. I am using this to send tax returns for my customers which are due in 2-3 hours | 9:07:32 AM |
| | Thankfully I am on PST | 9:07:39 AM |
| | However this will financially impact me and others | 9:07:47 AM |
| | This service has been severely unreliable lately | 9:08:11 AM |
| Karan Kanwal | I agree with that but currently since due to a complete site wide issue I would suggest you to wait for the time being. | 9:09:39 AM |
| | Is there anything else I may help you with ? | 9:09:49 AM |
| | Are we still connected here? | 9:12:10 AM |
| Lashanna Mann | Yes | 9:12:14 AM |
| | How will I be notified that is back online? | 9:12:38 AM |
| Karan Kanwal | You will be notified via email. | 9:12:52 AM |
| Lashanna Mann has ended this chat session | | 9:13:03 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82513 kthevendra

Email: kthevendra@gmail.com 📞 4166187294

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: NEW YORK

13 Oct, 4:21:16 AM

State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 19 Secs

| | | |
|------------|--|--------------------|
| kthevendra | Hello, I am your Acebuddy | 13 Oct, 4:21:17 AM |
| Acebuddy | Hello Kumar Thevendra, I'm your Ace Buddy. I'll be happy to assist you! | 4:21:18 AM |
| | Whom Would You Like to Connect With? | 4:21:18 AM |
| kthevendra | Technical Support (QB & App Hosting) | 4:21:37 AM |
| Acebuddy | Welcome to Ace Support. | 4:21:37 AM |
| | Please chose an option : | 4:21:37 AM |
| kthevendra | I'd like to report an Issue | 4:21:48 AM |
| Acebuddy | Please select an option! | 4:21:49 AM |
| kthevendra | Other Issue | 4:21:57 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 4:21:57 AM |
| kthevendra | Error code 0x3000008 | 4:22:48 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 4:22:49 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:22:49 AM |
| | <i>Deepak Taneja has not responded for the transfer request.</i> | 4:24:50 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. | 5:09:37 AM |
| | <i>Ended due to chat idle timeout</i> | 5:09:37 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82290 marisol
Email: marisol@craftemergency.org

7 Oct, 2:27:28 AM

Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 13 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 59 Secs

| | | |
|--------------------|---|-------------------|
| marisol | Hello, I am your Acebuddy | 7 Oct, 2:27:29 AM |
| Acebuddy | Hello Marisol, I'm your Ace Buddy. I'll be happy to assist you! | 2:27:29 AM |
| | Whom Would You Like to Connect With? | 2:27:29 AM |
| marisol | Technical Support (QB & App Hosting) | 2:27:41 AM |
| Acebuddy | Welcome to Ace Support. | 2:27:41 AM |
| | Please chose an option : | 2:27:41 AM |
| marisol | I'd like to report an Issue | 2:27:50 AM |
| Acebuddy | Please select an option! | 2:27:50 AM |
| marisol | Other Issue | 2:27:56 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:27:56 AM |
| marisol | username is invalid | 2:28:11 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:28:11 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:28:11 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 2:28:36 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 2:28:41 AM |
| marisol | thanks | 2:28:52 AM |
| Sujeet Kumar Suman | Hello Marisol | 2:28:55 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 2:29:17 AM |
| marisol | marisal.g@myrealddata.net | 2:30:08 AM |
| | its stating its an invalid username. | 2:30:23 AM |
| | i had a ticket open for this. #776025 | 2:30:45 AM |
| Sujeet Kumar Suman | Thanks for all of the information's. | 2:30:47 AM |

| | | |
|--------------------|--|------------|
| | Let me check that for you. | 2:30:57 AM |
| marisol | when i entered the password that was given to me i got an error message | 2:32:11 AM |
| Sujeet Kumar Suman | Could you please share a screenshot of the prompt that appears when you click on it? | 2:32:21 AM |
| marisol | yes hold on | 2:34:20 AM |
| Sujeet Kumar Suman | Sure, please take your time. | 2:34:33 AM |
| | <i>2:35:26 AMmarisol is sharing a file with you</i> Screenshot 2025-10-06 160459.png - (Size:205.58 KB) | 2:35:26 AM |
| | Thank you for the screenshot. | 2:35:46 AM |
| | <p>We see that you're already enrolled on Selfcare Portal.</p> <p>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <ol style="list-style-type: none">1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".2. Enter your Server Username (marisal.g).3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish. | 2:35:56 AM |
| | As you are trying to log into the MyPortal instead of the SelfCare Portal, we have shared the steps above. Please follow them. | 2:37:13 AM |
| marisol | thank you i am in! | 2:39:15 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 2:39:30 AM |
| | Is there anything else I may help you with ? | 2:39:34 AM |
| marisol | no | 2:40:09 AM |
| Sujeet Kumar Suman | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 2:40:17 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:40:22 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 2:40:26 AM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 2:40:28 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 11:49:28 PM

#82844 Bryan Kochis
Email: webmaster@brewingscience.com 📞 719-650-4602
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Google Chrome
Device: Mobile
Average Response Time: 27 Secs
City: WOODLAND PARK
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 23 Secs

| | | |
|--------------|--|---------------------|
| Bryan Kochis | Hello, I am your Acebuddy | 22 Oct, 11:49:28 PM |
| Acebuddy | Hello Bryan Kochis, I'm your Ace Buddy. I'll be happy to assist you! | 11:49:29 PM |
| | Whom Would You Like to Connect With? | 11:49:29 PM |
| Bryan Kochis | Technical Support (QB & App Hosting) | 11:49:32 PM |
| Acebuddy | Welcome to Ace Support. | 11:49:32 PM |
| | Please chose an option : | 11:49:32 PM |
| Bryan Kochis | I'd like to report an Issue | 11:49:39 PM |
| Acebuddy | Please select an option! | 11:49:39 PM |
| Bryan Kochis | QuickBooks Issue | 11:49:46 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:49:46 PM |
| Bryan Kochis | Other QB related issue | 11:49:54 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:49:54 PM |
| Bryan Kochis | QuickBooks “unrecoverable error” upon login | 11:51:08 PM |
| | | |

| | | |
|-----------------|---|---------------------|
| Acebuddy | Please wait while we connect you to a Support Representative | 11:51:09 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:51:09 PM |
| | <i>Vignesh Arul accepted the chat transfer request.</i> | 11:51:52 PM |
| | <i>Vignesh Arul is transferring the chat to Ashutosh Mishra.</i> | 11:52:00 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 11:52:28 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 11:52:33 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:52:43 PM |
| Bryan Kochis | The server is BSI.myrealddata.net. Think we just need a full reboot. | 11:53:24 PM |
| Ashutosh Mishra | Sure, Kindly allow me two minutes to check the same. | 11:53:50 PM |
| | Shall I proceed with the reboot now? | 11:55:04 PM |
| Bryan Kochis | Yes reboot | 11:55:57 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 11:57:09 PM |
| | I have rebooted the server and will confirm you once it is up and running. | 11:57:14 PM |
| Bryan Kochis | Ok | 11:58:11 PM |
| Ashutosh Mishra | The reboot is complete. | 11:58:46 PM |
| Bryan Kochis | Thank you let me have my client try to log in... | 11:59:03 PM |
| Ashutosh Mishra | Sure | 11:59:08 PM |
| Bryan Kochis | I think we're good. Thank you. | 23 Oct, 12:03:13 AM |
| | Oh wait | 12:03:22 AM |
| Ashutosh Mishra | Great to see it is working now. | 12:03:23 AM |
| | Is the issue still occurring? | 12:05:17 AM |
| Bryan Kochis | Ok think we're ok now. Thank you. | 12:05:35 AM |
| Ashutosh Mishra | Thanks for the confirmation ! | 12:05:37 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 12:05:41 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:05:45 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> | 12:05:50 AM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 8:38:30 AM

#82387 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com ☎ 13108506091

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 27 Secs

| | | |
|---------------------|--|-------------------|
| shylesh viswanathan | Hello, I am your Acebuddy | 9 Oct, 8:38:31 AM |
| Acebuddy | Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you! | 8:38:32 AM |
| | Whom Would You Like to Connect With? | 8:38:32 AM |
| shylesh viswanathan | Technical Support (QB & App Hosting) | 8:38:36 AM |
| Acebuddy | Welcome to Ace Support. | 8:38:36 AM |
| | Please chose an option : | 8:38:36 AM |
| shylesh viswanathan | I'd like to report an Issue | 8:38:43 AM |
| Acebuddy | Please select an option! | 8:38:43 AM |
| shylesh viswanathan | Other Issue | 8:38:49 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:38:49 AM |

| | | |
|---------------------|--|------------|
| shylesh viswanathan | My Lacerte 2024 application is not updating as the system is saying admin access required. Can you please advise asap. Also, Lacerte needs to have the ability to auto install updates. | 8:39:37 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:39:37 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:39:38 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 8:40:41 AM |
| | <i>Abhay Kumar Saraswat is transferring the chat to Rohan.</i> | 8:40:50 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 8:40:52 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 8:40:55 AM |
| | Hello Shylesh, how are you doing today ? | 8:41:06 AM |
| shylesh viswanathan | Doing well. Thx | 8:41:15 AM |
| Rohan | That's Great | 8:41:37 AM |
| | I will surely help you with this. | 8:41:45 AM |
| | May I know which version of Lacerte, you would like us to update ? (Edited) | 8:42:26 AM |
| shylesh viswanathan | 2024 and 2023 | 8:42:44 AM |
| Rohan | Okay Shylesh, We will inform you once the update is completed. If you wish, we can also schedule the update at a specific time of your choice, so you won't need to contact us repeatedly for such requests. | 8:45:18 AM |
| shylesh viswanathan | Ok. Lacerte sends random auto updates so they can happen at any time. Are you able to run nightly? How long will it take to run the current one in 2024? I need to access program tonight. Thx | 8:46:12 AM |
| Rohan | I'm currently updating Lacerte and will inform you via email within the next 30-40 minutes. Additionally, we can provide you with restricted admin rights, allowing you to run updates from your end whenever needed. However, to proceed, you would need to accept a disclaimer and acknowledge it via email. | 8:49:00 AM |
| shylesh viswanathan | Sure. That's fine. Please send me the email. Thx | 8:49:25 AM |
| Rohan | Thanks for the confirmation ! | 8:49:33 AM |
| | Is there anything else I may help you with ? | 8:49:34 AM |
| shylesh viswanathan | That's it. Thx | 8:49:40 AM |
| Rohan | Thanks for the confirmation ! | 8:49:46 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:49:48 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> | 8:49:49 AM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 12:39:10 AM

#82888 office
Email: office@pricecontracting.com ☎ 14062743064
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 54 Secs
City: STEVENSVILLE
State: Montana
Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 18 Secs

| | | |
|----------|--|---------------------|
| office | Hello, I am your Acebuddy | 24 Oct, 12:39:10 AM |
| Acebuddy | Hello Office, I'm your Ace Buddy. I'll be happy to assist you! | 12:39:11 AM |
| | Whom Would You Like to Connect With? | 12:39:11 AM |
| office | Technical Support (QB & App Hosting) | 12:39:35 AM |
| Acebuddy | Welcome to Ace Support. | 12:39:35 AM |
| | Please chose an option : | 12:39:35 AM |
| office | I'd like to raise a Request | 12:39:40 AM |
| Acebuddy | Please select your request type. | 12:39:40 AM |
| office | Change in Users | 12:39:49 AM |
| | | |

| | | |
|----------------|--|-------------|
| Acebuddy | Please select your desired option! | 12:39:49 AM |
| office | User Addition | 12:39:57 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! | 12:39:57 AM |
| | Do you need any further assistance on the topic? | 12:39:57 AM |
| office | Yes | 12:40:03 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:40:03 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:40:03 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 12:40:30 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 12:40:35 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:40:45 AM |
| office | I was recently added as a new user for Admin. I was given server name of nicolerainwater@myrealddata.net but do not know my new user name or how to log in from here | 12:41:06 AM |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. | 12:41:50 AM |
| | Thanks for the patience, please check once RDP file ([nicolerainwater@myrealddata.net] (mailto:nicolerainwater@myrealddata.net).rdp) is attached in last mail for ticket ID #790628 along with Password link in that mail. | 12:45:48 AM |
| | You need to download that RDP file and use that password to login to server. | |
| | Please do let me know if you want me to share it again over here. | 12:46:10 AM |
| | https://we.tl/t-ye4lSElIC3 | 12:49:55 AM |
| | You can download RDP file from above link. | 12:50:06 AM |
| | Password Link : https://otp.acecloudhosting.com/s/1nc9UyV5nmVolhVoS4bqM9JnoaEj44Gd | 12:50:17 AM |
| | Please check and let us know if you are able to login. | 12:50:36 AM |
| office | what is my username? | 12:53:02 AM |
| Shubham Maurya | "NicoleRainwater" | 12:53:50 AM |
| | This will be your username. | |
| | In case if you are still facing any issue then please let us know so that we can help using remote session. | 12:59:27 AM |
| | Are we still connected here? | 1:02:44 AM |
| office | I'm supposed to be an Admin user on the price contracting, inc company name. Can you please give me very clear instructions how to log in? I was able to download and change password, but i'm still not able to log into my company | 1:03:48 AM |
| | please take over if you need to and log me in | 1:04:05 AM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/2182846203 | 1:04:30 AM |

| | | |
|----------------|---|------------|
| | Kindly paste this link in the browser of local computer and join the session. | 1:04:37 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 1:04:41 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. | 1:07:26 AM |
| | You are already logged into server we can see. | 1:08:03 AM |
| | Are you facing issue while using Quickbooks company file? | 1:08:28 AM |
| office | yes | 1:10:20 AM |
| | do i need to log out of here and delete the previous users link and create a new link on my computer to price contracting? | 1:11:30 AM |
| Shubham Maurya | Quickbooks company file admin will remain the same person who created that file, right now you are logged in from a different user account, so to be admin you may need to create a new company file on this server or you must be having admin ID and password for that previous file. | 1:14:02 AM |
| | QB company file admin is not changed, only server user is changed. | 1:14:41 AM |
| office | Will you help me to create that? When i try to open it say's it's already been opened by another user. | 1:16:10 AM |
| | I'm going to completely log off | 1:16:20 AM |
| Shubham Maurya | MaeF.NENT is also logged into server. | 1:18:26 AM |
| office | Yes, but she should be logged in as assistant. We've never had issues with us both being logged in at the same time. I should be ablet to access under Admin username | 1:19:17 AM |
| Shubham Maurya | Okay, please try to login now and user same old admin id and password for QB file. | 1:19:57 AM |
| office | she was in single user mode. Let me try again now that she's switched over. I apologize for the confusion | 1:20:34 AM |
| Shubham Maurya | Thanks for confirming, no worries. | 1:20:52 AM |
| office | ok, that worked ! Thank you so much for your help, I'm still learning this software | 1:22:30 AM |
| Shubham Maurya | Good to see that you are quick learner ! You are most welcome. | 1:23:08 AM |
| office | Do i need to do anything else to update my server after removing carol and adding myself? | 1:23:22 AM |
| Shubham Maurya | No, nothing is pending on server side it's already updated with the required data. | 1:23:56 AM |
| office | Ok. Thank you for all your help! | 1:24:19 AM |
| Shubham Maurya | Anytime Nicole ! | 1:24:40 AM |
| | Is there anything else I may help you with ? | 1:24:43 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 1:25:17 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 | |

| | | |
|----------------|--|------------|
| | <div>working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</div> <div>Thanks!</div> <div>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</div> <div>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</div> | 1:25:20 AM |
| office | No, you've been very helpful | 1:25:25 AM |
| Shubham Maurya | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:25:26 AM |
| | <i>Shubham Maurya has ended this chat session</i> | 1:25:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


4 Oct, 3:28:01 AM

#82228 Eileen Ragan
Email: eileenragan@gmail.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 23 Secs

| | | |
|--------------|--|-------------------|
| Eileen Ragan | Hello, I am your Acebuddy | 4 Oct, 3:28:01 AM |
| Acebuddy | Hello Eileen Ragan, I'm your Ace Buddy. I'll be happy to assist you! | 3:28:02 AM |
| | Whom Would You Like to Connect With? | 3:28:02 AM |
| Eileen Ragan | Technical Support (QB & App Hosting) | 3:28:27 AM |

| | | |
|--|---|------------|
| Acebuddy | Welcome to Ace Support. | 3:28:28 AM |
| | Please chose an option : | 3:28:28 AM |
| Eileen Ragan | I'd like to report an Issue | 3:28:40 AM |
| Acebuddy | Please select an option! | 3:28:40 AM |
| Eileen Ragan | Other Issue | 3:28:47 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:28:47 AM |
| Eileen Ragan | Ticket ID: 779262 | 3:28:53 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:28:53 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:28:53 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 3:29:30 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 3:29:35 AM |
| | Thank you for sharing the ticket reference number. | 3:30:18 AM |
| | Kindly allow me two minutes to check the same. | 3:30:21 AM |
| | Meanwhile can I get your name please? (Edited) | 3:31:54 AM |
| | Thank you for your patience. | 3:33:15 AM |
| | Are we still connected here? | 3:33:21 AM |
| | Are we still connected here? | 3:35:00 AM |
| | Are we still connected here? | 3:36:22 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. | 3:37:22 AM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 3:37:25 AM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82183 eric.simon

Email: eric.simon@cosmobiousa.com 📞 17604314600

2 Oct, 10:48:01 PM

Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: CARLSBAD
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 55 Secs

| | | |
|----------------------|---|--------------------|
| eric.simon | Hello, I am your Acebuddy | 2 Oct, 10:48:02 PM |
| Acebuddy | Hello Eric.simoneric Simon, I'm your Ace Buddy. I'll be happy to assist you! | 10:48:03 PM |
| | Whom Would You Like to Connect With? | 10:48:03 PM |
| eric.simon | Technical Support (QB & App Hosting) | 10:48:06 PM |
| Acebuddy | Welcome to Ace Support. | 10:48:06 PM |
| | Please chose an option : | 10:48:06 PM |
| eric.simon | I'd like to report an Issue | 10:48:12 PM |
| Acebuddy | Please select an option! | 10:48:12 PM |
| eric.simon | QuickBooks Issue | 10:48:16 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:48:16 PM |
| eric.simon | Other QB related issue | 10:48:27 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:48:27 PM |
| eric.simon | One of our users (leslie.bautista@cosmobiousa.com) is having a quickbooks crashing problem when she logs in. She is unable to use QuickBooks. Last week, it was crashing on her after she logged in and was using it, but now it crashes immediately upon login | 10:49:41 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:49:42 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:49:42 PM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 10:49:47 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 10:49:55 PM |
| eric.simon | Hi Abhay | 10:50:04 PM |
| Abhay Kumar Saraswat | Hello Eric | 10:50:10 PM |
| | How are you doing today? | 10:50:17 PM |
| | | |

| | | |
|----------------------|---|-------------|
| eric.simon | I am ok, but QB is always a problem | 10:50:39 PM |
| Abhay Kumar Saraswat | I apologize for the trouble you’ve experienced. | 10:51:25 PM |
| | What exactly you are facing? | 10:51:37 PM |
| eric.simon | QB crashes immediately when logging in | 10:51:51 PM |
| | The user is: leslie.bautista@cosmobiousa.com | 10:52:05 PM |
| | can you contact her directly to sort out the problem | 10:52:15 PM |
| Abhay Kumar Saraswat | Is this the first time, Leslie experiencing this issue? | 10:52:51 PM |
| eric.simon | Her phone number is 760-431-4600. You can select the option to place an order, and ask for Leslie. She is in our customer service department | 10:53:13 PM |
| | No, she had similar problems last week, but we thought it was solved | 10:53:31 PM |
| Abhay Kumar Saraswat | Is this issue occurring only for Leslie , or are other users on the server also experiencing it? | 10:53:48 PM |
| eric.simon | Only her | 10:53:56 PM |
| Abhay Kumar Saraswat | And is this for account: Cosmo Bio USA ? | 10:54:03 PM |
| eric.simon | There should be a lot of notes regarding the issue last week | 10:54:09 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 10:54:12 PM |
| eric.simon | Yes | 10:54:12 PM |
| Abhay Kumar Saraswat | Do you have the ticket number? | 10:54:26 PM |
| eric.simon | could be this one 772994 | 10:55:09 PM |
| Abhay Kumar Saraswat | Thank you for the information and allow 2 minutes to check the same. | 10:55:29 PM |
| | Thank you for your patience. | 11:00:49 PM |
| | I checked the ticket and found that one of our engineers spoke with Leslie and advised her to close multiple reports and windows in QuickBooks . | 11:03:58 PM |
| | Upon reviewing her computer, he noticed that several reports were open simultaneously, which was causing the application to crash. | 11:04:10 PM |
| | He also recommended running the Verify and Rebuild utility (by QuickBooks Admin) to identify or fix any company file corruption that might be contributing to the issue. | 11:04:29 PM |
| | Could you please confirm if she is following the same? | 11:04:32 PM |
| eric.simon | That is not the problem this time, now she cannot open QB because it crashes at login | 11:04:32 PM |
| | Please contact her directly to discuss the problem | 11:04:55 PM |
| | 760-431-4600, select option for ordering and ask for Leslie | 11:05:33 PM |
| Abhay Kumar Saraswat | Sure. | 11:05:48 PM |
| | | |

| | | |
|---|--|-------------|
| | Thank you for sharing her contact number. | 11:05:59 PM |
| eric.simon | Thank you | 11:06:01 PM |
| Abhay Kumar Saraswat | Let em arrange a callback for her at earliest. (Edited) | 11:06:10 PM |
| eric.simon | I will close this chat and let her know you will call. She is unable to do her job now | 11:06:28 PM |
| Abhay Kumar Saraswat | Yes, please inform her. | 11:06:41 PM |
| | Is there anything else I may help you with ? | 11:06:46 PM |
| eric.simon | no, that is it. thank you | 11:06:52 PM |
| <i>eric.simonEric Simon has ended this chat session</i> | | 11:06:57 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82134 MELISSA DESTIO

Email: fred.clearview@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: JUPITER

State: Florida

Country: UNITED STATES

| | | |
|-----------------|---|---------------------------------|
| Chat Transcript | | Chat Duration : 30 Mins 22 Secs |
| MELISSA DESTIO | Hello, I am your Acebuddy | 1 Oct, 9:45:46 PM |
| Acebuddy | Hello Fred Jacobs, I'm your Ace Buddy. I'll be happy to assist you! | 9:45:47 PM |
| | Whom Would You Like to Connect With? | 9:45:47 PM |
| | | |

| | | |
|--------------------|--|-------------|
| MELISSA DESTIO | Technical Support (QB & App Hosting) | 9:45:50 PM |
| Acebuddy | Welcome to Ace Support. | 9:45:51 PM |
| | Please chose an option : | 9:45:51 PM |
| MELISSA DESTIO | I'd like to report an Issue | 9:45:58 PM |
| Acebuddy | Please select an option! | 9:45:58 PM |
| MELISSA DESTIO | Other Issue | 9:46:04 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:46:04 PM |
| MELISSA DESTIO | IOGIN DOES NOT HOLD CREDENTIALS - i HAVE TO ENTER PASWORD EACH TIME. | 9:46:33 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:46:33 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:46:33 PM |
| | <i>Tushar Pharswan declined the transfer request.</i> | 9:46:40 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:47:34 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 9:47:39 PM |
| | Hello Fred. | 9:47:46 PM |
| MELISSA DESTIO | This is MeLissa | 9:48:16 PM |
| Sujeet Kumar Suman | Sorry, hello Melissa. | 9:48:32 PM |
| | How are you doing? | 9:48:37 PM |
| MELISSA DESTIO | Fine thank you | 9:49:32 PM |
| Sujeet Kumar Suman | Have you recently changed your password? After that, do you get a pop-up asking you to enter the password every time you log in? | 9:49:57 PM |
| MELISSA DESTIO | No changes - and yes each time I login to ACE | 9:50:19 PM |
| Sujeet Kumar Suman | I will surely help you with this. | 9:50:21 PM |
| | May I take the remote access of your local computer? | 9:50:26 PM |
| MELISSA DESTIO | sure | 9:50:33 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 9:50:38 PM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6072865660 | 9:50:59 PM |
| MELISSA DESTIO | ok | 9:53:12 PM |
| Sujeet Kumar Suman | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:54:17 PM |
| | Thank you for your patience. | 10:09:20 PM |
| | As per discussion over the remote session, The issue is resolved. | 10:10:09 PM |

| | | |
|--|---|-------------|
| | Are we still connected here? | 10:12:30 PM |
| | Are we still connected here? | 10:14:13 PM |
| | Are we still connected here? | 10:16:02 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. | 10:16:06 PM |

Sujeet Kumar Suman has ended this chat session

10:16:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Oct, 4:57:45 AM

#82747 Sulaiman

Email: sma@thesmaoffice.com ☎ 13106160232

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: MONTCLAIR

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 1 Sec

| | | |
|----------|---|--------------------|
| Sulaiman | Hello, I am your Acebuddy | 20 Oct, 4:57:46 AM |
| Acebuddy | Hello Sma, I'm your Ace Buddy. I'll be happy to assist you! | 4:57:47 AM |
| | Whom Would You Like to Connect With? | 4:57:47 AM |
| Sulaiman | Technical Support (QB & App Hosting) | 4:58:00 AM |
| Acebuddy | Welcome to Ace Support. | 4:58:00 AM |
| | Please chose an option : | 4:58:00 AM |
| | | |

| | | |
|----------------|--|------------|
| Sulaiman | I'd like to raise a Request | 4:58:05 AM |
| Acebuddy | Please select your request type. | 4:58:05 AM |
| Sulaiman | Change in Users | 4:58:15 AM |
| Acebuddy | Please select your desired option! | 4:58:15 AM |
| Sulaiman | User Addition | 4:58:24 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! | 4:58:24 AM |
| | Do you need any further assistance on the topic? | 4:58:24 AM |
| Sulaiman | Yes | 4:58:32 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 4:58:32 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 4:58:33 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 4:59:25 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 4:59:40 AM |
| Sulaiman | Hi Shashwat | 5:00:02 AM |
| | This is Sulaiman of SM Advisors | 5:00:11 AM |
| | I would like to remove users and add a user | 5:00:41 AM |
| Shashwat Verma | Hello | 5:00:45 AM |
| | I will surely help you with this issue. | 5:01:02 AM |
| | Kindly use myportal to perform the same | 5:01:38 AM |
| Sulaiman | Thank you | 5:01:38 AM |
| Shashwat Verma | myportal.acecloudhosting.com is the link | 5:02:01 AM |
| Sulaiman | Would you kindly stay on while I try using this link? | 5:02:23 AM |
| Shashwat Verma | Sure | 5:02:34 AM |
| | Kindly use CID66183 as the username | 5:02:59 AM |
| | And for the password you can use the reset button. | 5:03:20 AM |
| Sulaiman | I am receiving this message | 5:05:58 AM |
| | <i>5:06:04 AMSulaiman is sharing a file with you</i> image.png - (Size:276.62 KB) | 5:06:04 AM |
| | <i>5:06:16 AMSulaiman is sharing a file with you</i> image.png - (Size:276.62 KB) | 5:06:16 AM |
| Shashwat Verma | in that case , we'll check the same from backend, meanwhile kindly email the same request from sma@thesmaoffice.com to support@aceloudhosting.com, with fullname, phone number and email address of the new user | 5:08:13 AM |
| Sulaiman | I am unable to email from sma@thesmaoffice.com at the moment | 5:10:39 AM |

| | | |
|----------------|---|------------|
| | I will email from sulaiman@thesmaoffice.com | 5:10:52 AM |
| Shashwat Verma | As the register email with us is sma@thesmaoffice.com, hence we need to first change the email address, for the same, we have generated your request and concern team will connect you for verification first and once done, we'll proceed with the request | 5:12:42 AM |
| Sulaiman | There no need to change the email for our account | 5:13:21 AM |
| | Please keep sma@thesmaoffice.com | 5:13:30 AM |
| Shashwat Verma | Would like to inform you that email address works as an identity proof for changing any data like adding or deleting the user from the account, so either email us from sma@thesmaoffice.com or we have to proceed with changing the email address with full verification process due to security concern | 5:15:43 AM |
| | Hope you understand | 5:15:49 AM |
| | <i>sma has ended this chat session</i> | 5:17:48 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 7:49:32 AM

#82673 Robert Zeigen

Email: rzeigen@szcpa.tax 📞 15613920620

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

| | | |
|-----------------|---------------------------|-------------------------------|
| Chat Transcript | | Chat Duration : 18 Mins 1 Sec |
| Robert Zeigen | Hello, I am your Acebuddy | 16 Oct, 7:49:32 AM |

| | | |
|---------------|---|------------|
| Acebuddy | Hello Rob Zeigen, I'm your Ace Buddy. I'll be happy to assist you! | 7:49:33 AM |
| | Whom Would You Like to Connect With? | 7:49:33 AM |
| Robert Zeigen | Technical Support (QB & App Hosting) | 7:49:37 AM |
| Acebuddy | Welcome to Ace Support. | 7:49:37 AM |
| | Please chose an option : | 7:49:37 AM |
| Robert Zeigen | I'd like to report an Issue | 7:49:45 AM |
| Acebuddy | Please select an option! | 7:49:45 AM |
| Robert Zeigen | Other Issue | 7:50:00 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:50:00 AM |
| Robert Zeigen | I cannot log into my server | 7:50:09 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:50:10 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:50:10 AM |
| | <i>Ankit Kumar accepted the chat transfer request.</i> | 7:52:04 AM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today. | 7:52:09 AM |
| Robert Zeigen | Never mind. It finally connected | 7:52:25 AM |
| Ankit Kumar | Awesome, glad to hear that. | 7:52:47 AM |
| | Is there anything else I may help you with ? | 7:52:51 AM |
| | Are we still connected here? | 7:58:42 AM |
| | Are we still connected here? | 8:01:14 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. | 8:04:54 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:07:31 AM |

Ankit Kumar has ended this chat session

8:07:34 AM



#82259 Kate DiSanto

Email: kdisanto@cdss.org

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: WESTFIELD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min

| | | |
|--------------|--|-------------------|
| Kate DiSanto | Hello, I am your Acebuddy | 6 Oct, 7:50:32 PM |
| Acebuddy | Hello Kate Disanto, I'm your Ace Buddy. I'll be happy to assist you! | 7:50:33 PM |
| | Whom Would You Like to Connect With? | 7:50:33 PM |
| Kate DiSanto | Technical Support (QB & App Hosting) | 7:50:44 PM |
| Acebuddy | Welcome to Ace Support. | 7:50:44 PM |
| | Please chose an option : | 7:50:44 PM |
| Kate DiSanto | I'd like to report an Issue | 7:50:51 PM |
| Acebuddy | Please select an option! | 7:50:51 PM |
| Kate DiSanto | Password Reset | 7:51:00 PM |
| Acebuddy | Please select an option below | 7:51:00 PM |
| Kate DiSanto | Not Enrolled to Selfcare Portal | 7:51:08 PM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 7:51:08 PM |
| | Do you need any further assistance on the topic? | 7:51:08 PM |
| Kate DiSanto | No | 7:51:33 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 7:51:33 PM |
| | Acebuddy has ended this chat session | 7:51:33 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Oct, 2:40:05 AM

#82493 Samara Stein

Email: samarastein@gmail.com 📞 3035895799

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 1 Sec

City: SANTA CRUZ

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 26 Secs

| | | |
|--------------|--|--------------------|
| Samara Stein | Hello, I am your Acebuddy | 12 Oct, 2:40:06 AM |
| Acebuddy | Hello Samara Stein, I'm your Ace Buddy. I'll be happy to assist you! | 2:40:07 AM |
| | Whom Would You Like to Connect With? | 2:40:07 AM |
| Samara Stein | Technical Support (QB & App Hosting) | 2:43:22 AM |
| Acebuddy | Welcome to Ace Support. | 2:43:22 AM |
| | Please chose an option : | 2:43:22 AM |
| Samara Stein | I'd like to report an Issue | 2:43:29 AM |
| Acebuddy | Please select an option! | 2:43:29 AM |
| Samara Stein | QuickBooks Issue | 2:45:08 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 2:45:08 AM |
| Samara Stein | QuickBooks Login Issue | 2:45:43 AM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 2:45:43 AM |
| | Was that helpful? | 2:45:43 AM |
| Samara Stein | No | 2:46:34 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 2:46:34 AM |

| | | |
|----------------|---|------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:46:34 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 2:46:51 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 2:47:16 AM |
| | Hello Samara | 2:47:38 AM |
| Samara Stein | myrealdata\SamaraS myrealdata\OPS_Accounting | 2:47:49 AM |
| | neither server login will open | 2:47:54 AM |
| | can you reset them or somethign | 2:47:59 AM |
| Shashwat Verma | could you please confirm the name or the cid of your account? | 2:49:31 AM |
| Samara Stein | Oceanic Preservation Society | 2:49:53 AM |
| Shashwat Verma | Okay, to reset the password from your end, you can also login myportal.acecloudhosting.com for the same | 2:51:08 AM |
| | Are we still connected here? | 2:52:56 AM |
| Samara Stein | i dont need to reset the password | 2:53:03 AM |
| | i am saying i am just getting a login error | 2:53:19 AM |
| Shashwat Verma | May I take the remote access of your local computer? | 2:53:46 AM |
| | Are we still connected here? | 2:56:41 AM |
| | Are we still connected here? | 2:57:21 AM |
| | Are we still connected here? | 2:58:31 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. | 3:00:30 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 3:00:33 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82769 craig

Email: craig@enscpany.com 📞 7188351978

Department: Support(QB & App Hosting)

21 Oct, 1:05:00 AM

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: EAST HAMPTON
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 54 Secs

| | | |
|----------|--|--------------------|
| craig | Hello, I am your Acebuddy | 21 Oct, 1:05:00 AM |
| Acebuddy | Hello Craig Schulken, I'm your Ace Buddy. I'll be happy to assist you! | 1:05:01 AM |
| | Whom Would You Like to Connect With? | 1:05:01 AM |
| craig | Technical Support (QB & App Hosting) | 1:05:16 AM |
| Acebuddy | Welcome to Ace Support. | 1:05:16 AM |
| | Please chose an option : | 1:05:16 AM |
| craig | I'd like to raise a Request | 1:05:33 AM |
| Acebuddy | Please select your request type. | 1:05:33 AM |
| craig | Reboot your Server | 1:05:42 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. | 1:05:43 AM |
| | Do you need any further assistance on the topic? | 1:05:43 AM |
| craig | No | 1:07:54 AM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 1:07:54 AM |
| | <i>Acebuddy has ended this chat session</i> | 1:07:54 AM |



Chat Transcript

Hello, I am your Acebuddy

#82487 Jenifer campa
Email: jc@acpnational.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
City: HERRIMAN
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 57 Secs

| | | |
|---------------|--|--------------------|
| Jenifer campa | Hello, I am your Acebuddy | 11 Oct, 7:56:04 PM |
| Acebuddy | Hello Jenifer Campa, I'm your Ace Buddy. I'll be happy to assist you! | 7:56:05 PM |
| | Whom Would You Like to Connect With? | 7:56:05 PM |
| Jenifer campa | Technical Support (QB & App Hosting) | 7:56:10 PM |
| Acebuddy | Welcome to Ace Support. | 7:56:10 PM |
| | Please chose an option : | 7:56:10 PM |
| Jenifer campa | I'd like to report an Issue | 7:56:21 PM |
| Acebuddy | Please select an option! | 7:56:21 PM |
| Jenifer campa | Password Reset | 7:56:33 PM |
| Acebuddy | Please select an option below | 7:56:33 PM |
| Jenifer campa | Already Enrolled to Selfcare Portal | 7:56:42 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 7:56:43 PM |
| | Do you need any further assistance on the topic? | 7:56:43 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. | 8:29:02 PM |
| | Ended due to chat idle timeout | 8:29:02 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 2:43:33 AM

#82198 Steve landry
Email: slandry@taxpronh.com 📞 16032283004
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: 28 Secs
City: WEARE
State: New Hampshire
Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 7 Secs

| | | |
|----------------|---|-------------------|
| Steve landry | Hello, I am your Acebuddy | 3 Oct, 2:43:33 AM |
| Acebuddy | Hello Steve Landry, I'm your Ace Buddy. I'll be happy to assist you! | 2:43:34 AM |
| | Whom Would You Like to Connect With? | 2:43:34 AM |
| Steve landry | Technical Support (QB & App Hosting) | 2:44:11 AM |
| Acebuddy | Welcome to Ace Support. | 2:44:11 AM |
| | Please chose an option : | 2:44:11 AM |
| Steve landry | I'd like to report an Issue | 2:44:20 AM |
| Acebuddy | Please select an option! | 2:44:20 AM |
| Steve landry | Other Issue | 2:44:26 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:44:26 AM |
| Steve landry | I have downloaded the ace connect but it won't connect to the remote desktop | 2:45:43 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:45:44 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:45:44 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 2:46:00 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 2:46:05 AM |
| | | |

| | | |
|--|---|------------|
| | Hello Steve , how are you? | 2:46:16 AM |
| Steve landry | good thank you. How are you? | 2:46:30 AM |
| Anjainay Singh | I am good and I am just ready to assist you with your query. | 2:46:51 AM |
| | As I understand you are facing issue with setting up ACE connect. | 2:47:54 AM |
| | Are we still connected? (Edited) | 2:48:19 AM |
| Steve landry | yes | 2:48:35 AM |
| | I have it on the computer but it won't connect to the cloud | 2:48:58 AM |
| | or remote desktop i should say | 2:49:24 AM |
| Anjainay Singh | No worries. Steve , can I take the remote of your local machine? | 2:49:30 AM |
| Steve landry | yes | 2:49:35 AM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 2:49:41 AM |
| Steve landry | ok, im good | 2:49:55 AM |
| Anjainay Singh | https://assist.acecloudhosting.com/join/9552681871 | 2:50:48 AM |
| | Please copy this URL at your local machine and download the remote.exe file. | 2:51:15 AM |
| | Click on downloaded file and select accept and continue. | 2:51:37 AM |
| | We are connected Steve. | 2:52:30 AM |
| | Please stay connected. | 3:11:36 AM |
| | Please stay connected. | 3:19:31 AM |
| | As issue has been resolved on remote session and there is nothing else to assist you with, so we are disconnecting the chat. | 3:20:29 AM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 3:20:38 AM |
| | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 3:21:08 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 3:21:13 AM |
| | . (Edited) | 3:21:22 AM |
| Anjainay Singh has ended this chat session | | 3:21:40 AM |



Hello, I am your Acebuddy

Visitor Details 16 Oct, 12:59:00 AM

Visitor Details

16 Oct, 12:59:00 AM

Visitor Details

16 Oct, 12:59:00 AM

#82659 jeana

Email: jeana@worldwidedoor.com ☎ 18135075488

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: 37 Secs

City: LUTZ

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 MINS 47 SECS

Chat Transcript

Chat Duration : 14 MINS 47 SECS

| | | |
|----------|--|---------------------|
| jeana | Hello, I am your Acebuddy | 16 Oct, 12:59:01 AM |
| Acebuddy | Hello Jeana, I'm your Ace Buddy. I'll be happy to assist you! | 12:59:02 AM |
| | Whom Would You Like to Connect With? | 12:59:02 AM |
| jeana | Technical Support (QB & App Hosting) | 12:59:08 AM |
| Acebuddy | Welcome to Ace Support. | 12:59:08 AM |
| | Please chose an option : | 12:59:08 AM |
| jeana | I'd like to raise a Request | 12:59:13 AM |
| Acebuddy | Please select your request type. | 12:59:13 AM |
| jeana | Password Reset | 12:59:17 AM |
| Acebuddy | Please select an option below | 12:59:17 AM |
| jeana | Not Enrolled to Selfcare Portal | 12:59:28 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 12:59:28 AM |
| | Do you need any further assistance on the topic? | 12:59:28 AM |
| jeana | Yes | 12:59:36 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:59:36 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:59:36 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 12:59:47 AM |
| | | |

| | | |
|----------------|---|-------------|
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 12:59:55 AM |
| jeana | Hello | 1:00:00 AM |
| | I am trying to reset a pssword through the admin portal | 1:00:15 AM |
| Anjainay Singh | Hello JeenA , how are you? | 1:00:15 AM |
| jeana | doing wll, thank you | 1:00:37 AM |
| | every password i try to set , tells me it doesn't meet the password test | 1:00:59 AM |
| | but i'm doing everythiing it says is required | 1:01:15 AM |
| | the user is buddy@worldwidedoor.com | 1:01:25 AM |
| Anjainay Singh | Could you please show me the error ? | 1:01:45 AM |
| | Thankyou for your information. | 1:01:59 AM |
| jeana | how> | 1:03:04 AM |
| Anjainay Singh | If you are trying to reset the password for user from My Portal and getting an error , alternatively you may send an email to support@acecloudhosting from your email [jeana@worldwidedoor.com] (mailto:jeana@worldwidedoor.com) so that I can reset it for you. | 1:03:44 AM |
| jeana | why doesn't the portal ever work | 1:04:03 AM |
| Anjainay Singh | Please share the screenshot for an error so that I can check it at my end. | 1:04:43 AM |
| | May I take the remote access of your local computer in order to look into an issue and assist you in resolving it? | 1:05:23 AM |
| | Are we still connected here? | 1:06:12 AM |
| | Are we still connected here? | 1:07:13 AM |
| | Please note that password must match the requirements as below Passwords must contain the following: At least one lowercase letter At least one uppercase letter At least one number Minimum of 8 characters At least one special character (e.g., !, @, #, \$, %) | 1:08:49 AM |
| | Are we still connected here? | 1:10:01 AM |
| jeana | this is what i did | 1:10:16 AM |
| | Buddy07\$ | 1:10:29 AM |
| | it is 8 char | 1:10:42 AM |
| | capital and lowercase | 1:10:50 AM |
| | numbers and special character | 1:10:58 AM |
| Anjainay Singh | Please note that password does not contain the username | 1:11:24 AM |
| | As password you are currently using is Buddy07\$ and username is also Buddy so due to it you are | |

| | | |
|----------------|--|------------|
| | facing issue. | 1:12:16 AM |
| jeana | thank you!!!! | 1:12:40 AM |
| | this worked | 1:12:48 AM |
| Anjainay Singh | You may generate the random password from https://otp.acecloudhosting.com/ and this password will work for 90 days. | 1:13:00 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. | 1:13:39 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:13:45 AM |
| | <i>Anjainay Singh has ended this chat session</i> | 1:13:48 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 1:31:56 AM

#83038 johnathon
Email: johnathon@islandentertainment.com ☎ (250) 746-9707
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 21 Secs
City: PENSACOLA
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 9 Secs

| | | |
|-----------|---|--------------------|
| johnathon | Hello, I am your Acebuddy | 29 Oct, 1:31:57 AM |
| Acebuddy | Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you! | 1:31:58 AM |
| | Whom Would You Like to Connect With? | 1:31:58 AM |
| | | |

| | | |
|----------------|--|------------|
| johnathon | Technical Support (QB & App Hosting) | 1:32:08 AM |
| Acebuddy | Welcome to Ace Support. | 1:32:08 AM |
| | Please chose an option : | 1:32:08 AM |
| johnathon | I'd like to report an Issue | 1:32:12 AM |
| Acebuddy | Please select an option! | 1:32:13 AM |
| johnathon | Other Issue | 1:32:20 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:32:20 AM |
| johnathon | server is frozen. | 1:32:52 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:32:53 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:32:53 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 1:33:07 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 1:33:12 AM |
| | I deeply apologize for the inconvenience this may have caused to you. | 1:33:41 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:33:59 AM |
| johnathon | Account is CID68317 we only have one server | 1:34:41 AM |
| Shubham Maurya | Thank you for the information, kindly allow few minutes to check the same. | 1:36:06 AM |
| | <i>1:39:57 AMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:14.84 KB)</i> | 1:39:57 AM |
| | <i>Thanks for your patience, we can see server is up and working fine for other users.</i> | |
| | Please confirm your username. | 1:40:20 AM |
| johnathon | I am checking it now | 1:40:40 AM |
| Shubham Maurya | Sure, please take your time and do let us know in case if you face any issue. | 1:41:15 AM |
| johnathon | quickbooks version 23 locks up when opening | 1:47:12 AM |
| | spare1 is one of the users | 1:47:20 AM |
| Shubham Maurya | Okay, please hold on let me check. | 1:48:46 AM |
| | Can we manually disconnect user from server then login back and try to use the application again, meanwhile also please confirm other users are also using Quickbooks right now? | 1:50:11 AM |
| johnathon | Already tried that | 1:50:24 AM |
| Shubham Maurya | Can we close Quickbooks for all user? | 1:50:51 AM |
| johnathon | Sure | 1:51:02 AM |
| Shubham Maurya | Alright, please ask users to stop using Quickbooks for few minutes. | 1:51:53 AM |
| johnathon | ok | 1:54:29 AM |
| | | |

| | | |
|----------------|--|------------|
| Shubham Maurya | Please ask user to save there work as we might need to reboot server due to few of the quickbooks services are not getting restarted from backend commands. | 2:00:02 AM |
| | This will take 1-2 minutes. | 2:00:17 AM |
| johnathon | go ahead | 2:00:43 AM |
| Shubham Maurya | Thanks for the confirmation ! | 2:00:55 AM |
| | Thanks for the patience, It's done now. All quickbooks services are running back. | 2:03:22 AM |
| | Please login and check if you are able to use the application. | 2:03:33 AM |
| johnathon | its fixed | 2:08:30 AM |
| Shubham Maurya | Good to hear that, thanks for the confirmation. Please pin "**QBReset*" from desktop to taskbar so that in future you can reset quickbooks from from your end in such cases. | 2:10:03 AM |
| | Is there anything else I may help you with ? | 2:10:06 AM |
| | Are we still connected here? | 2:11:19 AM |
| | Are we still connected here? | 2:12:13 AM |
| | Are we still connected here? | 2:13:13 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. | 2:14:02 AM |

Shubham Maurya has ended this chat session

2:14:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 2:05:24 AM

#83145 sheryl lacsamana

Email: sherllacsamana@yahoo.com ☎ (650) 438-7287

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: 27 Secs

City: SAN FRANCISCO

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 18 Secs

| | | |
|------------------|--|--------------------|
| sheryl lacsamana | Hello, I am your Acebuddy | 31 Oct, 2:05:25 AM |
| Acebuddy | Hello Sheryl Lacsamana, I'm your Ace Buddy. I'll be happy to assist you! | 2:05:25 AM |
| | Whom Would You Like to Connect With? | 2:05:25 AM |
| sheryl lacsamana | Technical Support (QB & App Hosting) | 2:05:32 AM |
| Acebuddy | Welcome to Ace Support. | 2:05:32 AM |
| | Please chose an option : | 2:05:32 AM |
| sheryl lacsamana | I'd like to raise a Request | 2:05:42 AM |
| Acebuddy | Please select your request type. | 2:05:42 AM |
| sheryl lacsamana | Other Request | 2:05:50 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. | 2:05:50 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 2:05:50 AM |
| sheryl lacsamana | Yes, I'm facing issues with my server | 2:05:58 AM |
| Acebuddy | Please select an option! | 2:05:58 AM |
| sheryl lacsamana | Other Issue | 2:06:02 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 2:06:02 AM |
| sheryl lacsamana | support | 2:06:11 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 2:06:11 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:06:11 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 2:06:36 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 2:06:40 AM |
| | Hello | 2:06:43 AM |
| sheryl lacsamana | Hi ticket no. 794072 the support supposed to call Steve around 10am pacific time and he didn't get a call. This need to be done today because it's payroll day. Can someone please call Steve in the office I will you his phone no? | 2:07:06 AM |
| Shashwat Verma | I will surely help you with this issue. | 2:07:16 AM |
| | Kindly allow me two minutes to check the same. | 2:07:18 AM |
| sheryl lacsamana | please call Steve at 408 867-3717 . The support is supposed to help him do a screenshare | 2:07:46 AM |
| Shashwat Verma | We have just checked and our engineer just completed with call with steve | 2:08:55 AM |

| | | |
|------------------|---|------------|
| sheryl lacsamana | oh ok is it resolved? | 2:09:14 AM |
| Shashwat Verma | As per the session, steve need password to login the same | 2:09:23 AM |
| sheryl lacsamana | is it resolved? | 2:09:31 AM |
| Shashwat Verma | Partially, to reset their password, you can do the same from myportal or send us an email for password reset from sherllacsamana@yahoo.com on support@acecloudhosting.com | 2:10:25 AM |
| sheryl lacsamana | i asked you if they resolved it | 2:10:38 AM |
| Shashwat Verma | Issue was resolved partially, need password to login | 2:11:10 AM |
| sheryl lacsamana | can someone please call him about this | 2:11:41 AM |
| | im not in the office i need someone to help him to resolve the issues please | 2:11:54 AM |
| Shashwat Verma | We have already discussed the same with him over call, but for the password, we require POC of the account to authorize the request over email. | 2:12:24 AM |
| sheryl lacsamana | i don't know what you're saying | 2:12:49 AM |
| | what is poc | 2:12:56 AM |
| Shashwat Verma | We require an email from sherllacsamana@yahoo.com to support@acecloudhosting.com stating password reset request for steve, POC is the point of contact that is owner of the account | 2:13:39 AM |
| sheryl lacsamana | so do you want me to email you guys with this?stating password reset request for steve, POC is the point of contact that is owner of the account | 2:14:42 AM |
| Shashwat Verma | Yes, for the security reasons, we require an authorization over an email | 2:15:07 AM |
| | Sure, please take your time | 2:15:37 AM |
| sheryl lacsamana | ok wait let me email you now and you can help him? you will call him? | 2:15:38 AM |
| Shashwat Verma | Yes, we'll share him the password over email | 2:15:58 AM |
| sheryl lacsamana | wait | 2:16:08 AM |
| Shashwat Verma | We have already done with the setup over their pc | 2:16:12 AM |
| | Sure, please take your time | 2:16:21 AM |
| sheryl lacsamana | DONE CAN YOU PLEASE CHECK | 2:17:55 AM |
| Shashwat Verma | Got it | 2:18:21 AM |
| | Will do the rest. | 2:18:28 AM |
| sheryl lacsamana | OK SO YOU WILL CALL HIM | 2:18:43 AM |
| Shashwat Verma | Yes | 2:19:17 AM |
| | Is there anything else I may help you with ? | 2:19:20 AM |
| sheryl lacsamana | THANK YOU | 2:19:26 AM |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! | 2:19:38 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:19:41 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 9:04:46 PM

#82795 Amy Torres
Email: atorres@absihc.com 📞 13162953282
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: ROSE HILL
State: Kansas
Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

| | | |
|------------|--|--------------------|
| Amy Torres | Hello, I am your Acebuddy | 21 Oct, 9:04:46 PM |
| Acebuddy | Hello Amy Torres, I'm your Ace Buddy. I'll be happy to assist you! | 9:04:47 PM |
| | Whom Would You Like to Connect With? | 9:04:47 PM |
| Amy Torres | Technical Support (QB & App Hosting) | 9:04:53 PM |
| Acebuddy | Welcome to Ace Support. | 9:04:53 PM |
| | Please chose an option : | 9:04:53 PM |
| Amy Torres | I'd like to report an Issue | 9:05:01 PM |
| Acebuddy | Please select an option! | 9:05:01 PM |
| Amy Torres | Password Reset | 9:05:07 PM |
| Acebuddy | Please select an option below | 9:05:07 PM |
| Amy Torres | Not Enrolled to Selfcare Portal | 9:05:17 PM |
| Acebuddy | | |

| | | |
|--------------------------------------|--|------------|
| | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 9:05:17 PM |
| | Do you need any further assistance on the topic? | 9:05:17 PM |
| Amy Torres | No | 9:05:27 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 9:05:27 PM |
| Acebuddy has ended this chat session | | 9:05:28 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 7:44:45 PM


#82576 info
Email: info@brkimcpa.com 📞 9729724930
Department: Support(QB & App Hosting)
Operator: Dushyant
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 39 Secs

| | | |
|----------|--|--------------------|
| info | Hello, I am your Acebuddy | 14 Oct, 7:44:45 PM |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 7:44:46 PM |
| | Whom Would You Like to Connect With? | 7:44:46 PM |
| info | Technical Support (QB & App Hosting) | 7:45:41 PM |
| Acebuddy | Welcome to Ace Support. | 7:45:41 PM |
| | Please chose an option : | 7:45:41 PM |
| | | |

| | | |
|----------|--|------------|
| info | I'd like to raise a Request | 7:45:50 PM |
| Acebuddy | Please select your request type. | 7:45:50 PM |
| info | Other Request | 7:45:57 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. | 7:45:57 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:45:57 PM |
| info | Yes, I'm facing issues with my server | 7:46:04 PM |
| Acebuddy | Please select an option! | 7:46:04 PM |
| info | QuickBooks Issue | 7:46:09 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 7:46:09 PM |
| info | QuickBooks Update | 7:46:13 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. | 7:46:13 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. | 7:46:13 PM |
| | Do you need any further assistance on the topic? | 7:46:13 PM |
| info | Yes | 7:46:25 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 7:46:25 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:46:26 PM |
| | <i>Dushyant accepted the chat transfer request.</i> | 7:46:39 PM |
| Dushyant | Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today. | 7:46:43 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:47:29 PM |
| info | server name is ABongryong.myrealdata.net. and user name is ANNIE_BK | 7:48:07 PM |
| | Could you update the QB at midnight tonight? | 7:48:15 PM |
| | Not just for my server, but for all of our company's servers. | 7:49:23 PM |
| Dushyant | Thank you for the details, | 7:49:25 PM |
| | Surely, we will update the QuickBooks in off hours and let you know over the email. | 7:50:06 PM |
| info | Thank you. | 7:51:00 PM |
| Dushyant | As i can see you are having only one server, "Bongryong.myrealdata.net" | 7:52:46 PM |
| info | I have qeustion, | 7:53:20 PM |
| | is it possible to use one server with several users? | 7:53:34 PM |
| | then I think we have only one server and we share that server. | 7:53:47 PM |

| | | |
|---|---|------------|
| Dushyant | Yes, it is possible... | 7:53:58 PM |
| | Correct.. | 7:54:14 PM |
| | Once the update is done, it will be reflected with every users... | 7:54:59 PM |
| | Is there anything else I may help you with ? | 7:55:05 PM |
| info | yes. | 7:56:28 PM |
| | I no | 7:56:30 PM |
| | this one is good. | 7:56:36 PM |
| | and that was all. thank you. | 7:56:48 PM |
| Dushyant | You're welcome. | 7:57:15 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:57:18 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. | 7:57:22 PM |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| Dushyant has ended this chat session | | 7:57:24 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82834 John Darrell

Email: john@velocityindustrial.com 📞 214-622-0155

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

22 Oct, 8:12:32 PM

Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: ROCKWALL
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 20 Secs

| | | |
|--------------------|---|--------------------|
| John Darrell | Hello, I am your Acebuddy | 22 Oct, 8:12:34 PM |
| Acebuddy | Hello John Darrell, I'm your Ace Buddy. I'll be happy to assist you! | 8:12:34 PM |
| | Whom Would You Like to Connect With? | 8:12:34 PM |
| John Darrell | Technical Support (QB & App Hosting) | 8:12:43 PM |
| Acebuddy | Welcome to Ace Support. | 8:12:44 PM |
| | Please chose an option : | 8:12:44 PM |
| John Darrell | I'd like to report an Issue | 8:12:53 PM |
| Acebuddy | Please select an option! | 8:12:53 PM |
| John Darrell | Other Issue | 8:12:58 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:12:58 PM |
| John Darrell | Scanning Doc into Doc Center | 8:13:34 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:13:35 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:13:35 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 8:14:56 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 8:15:03 PM |
| | Hello John | 8:15:07 PM |
| John Darrell | hello Sujeet | 8:15:20 PM |
| Sujeet Kumar Suman | How are you doing? | 8:15:27 PM |
| John Darrell | good i need help scanning documents into QB | 8:15:44 PM |
| Sujeet Kumar Suman | Sure, I can help with that. | 8:15:54 PM |
| | Kindly help me with your server name and user name? | 8:16:00 PM |
| John Darrell | there used to be a scan option in QB | 8:16:14 PM |
| | where do i find that info | 8:16:46 PM |
| | Can you team viewer | 8:17:02 PM |
| | | |

City: DAVENPORT
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 57 Secs

| | | |
|---------------------|--|--------------------|
| Amanda Ruiz | Hello, I am your Acebuddy | 16 Oct, 6:32:12 PM |
| Acebuddy | Hello Amanda Ruiz, I'm your Ace Buddy. I'll be happy to assist you! | 6:32:13 PM |
| | Whom Would You Like to Connect With? | 6:32:13 PM |
| Amanda Ruiz | Technical Support (QB & App Hosting) | 6:32:21 PM |
| Acebuddy | Welcome to Ace Support. | 6:32:21 PM |
| | Please chose an option : | 6:32:21 PM |
| Amanda Ruiz | I'd like to report an Issue | 6:32:30 PM |
| Acebuddy | Please select an option! | 6:32:30 PM |
| Amanda Ruiz | Other Issue | 6:32:38 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:32:38 PM |
| Amanda Ruiz | unable to log into myrealdata.net | 6:32:44 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:32:45 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:32:45 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 6:33:05 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 6:33:21 PM |
| Amanda Ruiz | Hello Vikas | 6:33:35 PM |
| | My team and I have been having trouble accessing our Quickbooks. Please see attached error message. | 6:34:09 PM |
| | <i>6:34:09 PM</i> Amanda Ruiz is sharing a file with you image.png - (Size:9.82 KB) | 6:34:09 PM |
| Vikas Singh Chauhan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:34:42 PM |
| Amanda Ruiz | USMicroProducts.myrealdata.net | 6:35:34 PM |
| | My user name Aruiz | 6:35:46 PM |
| Vikas Singh Chauhan | Thanks for the confirmation ! | 6:36:14 PM |
| | Kindly allow me two minutes to check the same. | 6:36:23 PM |
| | I have reviewed the server, the Remote Services are stuck on the server. | 6:38:45 PM |
| | Please allow me 4-5 minutes to get them up and running. | 6:39:15 PM |
| | | |

| | | |
|---------------------|--|------------|
| Amanda Ruiz | Thank you! | 6:39:28 PM |
| Vikas Singh Chauhan | Kindly allow me three more minutes to check the same. | 6:43:30 PM |
| | Could you please try to login now. | 6:44:29 PM |
| Amanda Ruiz | It lets me login in but shows this... | 6:46:12 PM |
| | <i>6:46:13 PM</i> Amanda Ruiz is sharing a file with you image.png - (Size:16.23 KB) | 6:46:13 PM |
| | We have multiple users using this application. | 6:46:33 PM |
| Vikas Singh Chauhan | The team is running the latest security update on the server. | 6:46:49 PM |
| | Security updates are finished now, team is just rebooting the server. Please login after 10 minutes. | 6:47:39 PM |
| Amanda Ruiz | Okay Thank you | 6:48:08 PM |
| Vikas Singh Chauhan | The server is up and running now. | 6:51:36 PM |
| | Please try to login now. | 6:51:42 PM |
| | Are you able to login now ? | 6:54:04 PM |
| Amanda Ruiz | Let me check | 6:55:53 PM |
| Vikas Singh Chauhan | Sure, please take your time | 6:56:06 PM |
| | Are you in the server now ? | 6:58:41 PM |
| Amanda Ruiz | yes on it now. | 6:59:07 PM |
| Vikas Singh Chauhan | Great !! | 6:59:37 PM |
| | Is there anything else I may help you with ? | 6:59:41 PM |
| Amanda Ruiz | no all good thank you! | 7:01:40 PM |
| Vikas Singh Chauhan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 7:01:51 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:02:01 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:02:06 PM |
| | <i>Vikas Singh Chauhan has ended this chat session</i> | 7:02:09 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 1:33:57 AM

#82772 Leah Ren
Email: leah.ren@changcpa.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: DECATUR
State: Georgia
Country: UNITED STATES

Chat Transcript


Chat Duration : 39 Mins 3 Secs

| | | |
|----------|---|--------------------|
| Leah Ren | Hello, I am your Acebuddy | 21 Oct, 1:33:58 AM |
| Acebuddy | Hello Leah Ren, I'm your Ace Buddy. I'll be happy to assist you! | 1:33:58 AM |
| | Whom Would You Like to Connect With? | 1:33:58 AM |
| Leah Ren | Technical Support (QB & App Hosting) | 1:34:06 AM |
| Acebuddy | Welcome to Ace Support. | 1:34:06 AM |
| | Please chose an option : | 1:34:06 AM |
| Leah Ren | I'd like to report an Issue | 1:34:13 AM |
| Acebuddy | Please select an option! | 1:34:13 AM |
| Leah Ren | QuickBooks Issue | 1:34:17 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:34:17 AM |
| Leah Ren | QuickBooks is Frozen | 1:34:22 AM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 1:34:22 AM |
| | Was that helpful? | 1:34:22 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, | 2:13:01 AM |

Kindly re-initiate the chat.

Ended due to chat idle timeout

2:13:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 12:39:52 AM

#83034 sabino
Email: sabino@kevinbarry.com 📞 8184471400
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 57 Secs
City: PACOIMA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 22 Secs

| | | |
|----------|--|---------------------|
| sabino | Hello, I am your Acebuddy | 29 Oct, 12:39:52 AM |
| Acebuddy | Hello Sabino Gomez, I'm your Ace Buddy. I'll be happy to assist you! | 12:39:53 AM |
| | Whom Would You Like to Connect With? | 12:39:53 AM |
| sabino | Technical Support (QB & App Hosting) | 12:46:53 AM |
| Acebuddy | Welcome to Ace Support. | 12:46:53 AM |
| | Please chose an option : | 12:46:53 AM |
| sabino | I'd like to report an Issue | 12:47:00 AM |
| Acebuddy | Please select an option! | 12:47:00 AM |
| sabino | QuickBooks Issue | 12:47:06 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:47:06 AM |

| | | |
|--------------------|---|-------------|
| sabino | Other QB related issue | 12:47:13 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:47:13 AM |
| sabino | Avalara credentials are dropping for one user. | 12:47:43 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:47:43 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:47:43 AM |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> | 12:47:54 AM |
| Karan Bhattacharya | Hello Sabino | 12:48:26 AM |
| | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. | 12:48:39 AM |
| sabino | Hello | 12:48:47 AM |
| Karan Bhattacharya | please let me know the issue you are facing. | 12:49:06 AM |
| sabino | User Chanel Foxworth's QB profile is not retaining Avalara credentials. | 12:49:50 AM |
| | <i>12:50:41 AMsabino is sharing a file with you</i> Screenshot 2025-10-28 122021.png - (Size:52.14 KB) | 12:50:41 AM |
| Karan Bhattacharya | ok,allow me few minutes let me check some details | 12:51:02 AM |
| sabino | We recently fixed this issue and it is working for everyone else, but for some reason her profile shows that window blank. | 12:51:19 AM |
| Karan Bhattacharya | is stacey@kevinbarry.com account facing the issue? | 12:52:34 AM |
| sabino | No | 12:52:42 AM |
| Karan Bhattacharya | so can you share me the account id who is facing the issue? | 12:53:30 AM |
| | Are we still connected? | 12:54:48 AM |
| sabino | Yes. | 12:54:53 AM |
| | I requesting it from the user. its Chanel. | 12:55:10 AM |
| Karan Bhattacharya | ok | 12:55:31 AM |
| | let me check the same at backend | 12:55:43 AM |
| | allow me few minutes | 12:55:54 AM |
| sabino | My guess is its ChanelF | 12:56:36 AM |
| Karan Bhattacharya | ChanelF@myrealdata.net | 12:59:35 AM |
| | is this the id? | 12:59:43 AM |
| sabino | Yes | 12:59:46 AM |
| Karan Bhattacharya | ok | 12:59:53 AM |
| | Is he not able to access the server? | 1:00:27 AM |
| | due to password issue | 1:00:38 AM |
| | | |

| | | |
|--------------------|--|------------|
| sabino | Yes. She is able to log in fine. Its the application Avalara. | 1:01:53 AM |
| | When she logs into QuickBooks the program Avalara is not logged in. | 1:02:36 AM |
| Karan Bhattacharya | which id user is using for avalara? | 1:04:27 AM |
| | is it different from chanelf@myrealdata.net? | 1:04:45 AM |
| | <i>1:04:49 AMsabino is sharing a file with you</i> Screenshot 2025-10-28 122021.png - (Size:52.14 KB) | 1:04:49 AM |
| | ok | 1:05:03 AM |
| sabino | When all other users log into QuickBooks it show logged in fine. its only Chanel's profile that does not show logged in to Avalara. | 1:05:47 AM |
| Karan Bhattacharya | The issue seems to be specific with Avalara account as with myrealdata.net user is able to pass through therefore I suggest you to connect with Avalara support team. | 1:07:18 AM |
| sabino | Ok. Thank you. | 1:07:45 AM |
| Karan Bhattacharya | Is there any other issue with which I can assist you? | 1:08:37 AM |
| sabino | No that was all. Thank ou. | 1:08:46 AM |
| Karan Bhattacharya | ok | 1:09:03 AM |
| sabino | *you. | 1:09:03 AM |
| Karan Bhattacharya | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:09:10 AM |

Karan Bhattacharya has ended this chat session

1:09:16 AM



#82516 rhernandez

Email: rhernandez@docomopacific.com 📞 16716864566

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 25 Mins 10 Secs

| | | |
|------------|--|--------------------|
| rhernandez | Hello, I am your Acebuddy | 13 Oct, 8:55:38 AM |
| Acebuddy | Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you! | 8:55:39 AM |
| | Whom Would You Like to Connect With? | 8:55:39 AM |
| rhernandez | Technical Support (QB & App Hosting) | 8:56:27 AM |
| Acebuddy | Welcome to Ace Support. | 8:56:27 AM |
| | Please chose an option : | 8:56:27 AM |
| rhernandez | I'd like to raise a Request | 8:56:44 AM |
| Acebuddy | Please select your request type. | 8:56:44 AM |
| rhernandez | Other Request | 8:56:56 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 8:56:56 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 8:56:56 AM |
| rhernandez | Restart | 8:57:02 AM |
| Acebuddy | Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you! | 8:57:02 AM |
| | Whom Would You Like to Connect With? | 8:57:02 AM |
| rhernandez | Technical Support (QB & App Hosting) | 8:57:08 AM |
| Acebuddy | Welcome to Ace Support. | 8:57:08 AM |
| | Please chose an option : | 8:57:08 AM |
| rhernandez | I'd like to report an Issue | 8:57:11 AM |
| Acebuddy | Please select an option! | 8:57:11 AM |
| rhernandez | Other Issue | 8:57:16 AM |
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|-----------------|--|------------|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:57:16 AM |
| | <i>8:57:24 AMrhernandez is sharing a file with you</i> {1BDCE11A-C972-4604-8029-BDA94F6022A6}.png - (Size:91.01 KB) | 8:57:24 AM |
| | Please wait while we connect you to a Support Representative | 8:57:25 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:57:25 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 8:57:29 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 8:57:35 AM |
| | Hello Ricardo | 8:57:43 AM |
| rhernandez | hi shubham | 8:57:59 AM |
| | users are reporting they cant login due to MFA | 8:58:06 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:58:23 AM |
| rhernandez | docomopacific.myrealddata.net | 8:59:09 AM |
| Shubham Kataria | Thank you for the information. Please allow me two minutes to check the same. | 9:00:00 AM |
| rhernandez | ok | 9:02:20 AM |
| Shubham Kataria | Kindly confirm if this issue only faced by the users who have MFA enabled or if all users are receiving this error | 9:03:05 AM |
| rhernandez | most likely yeah | 9:03:20 AM |
| | but everyone should have MFA enabled | 9:03:28 AM |
| Shubham Kataria | Please confirm any one username who is currently trying to access the server and encountering this MFA-related error | 9:04:41 AM |
| rhernandez | Kanielle Madrelino | 9:06:00 AM |
| | mine as well RicardoHe | 9:06:12 AM |
| Shubham Kataria | Alright, please allow us few minutes to check the same as multiple clients facing the same issue | 9:07:02 AM |
| | We have already escalated the issue to the concerned team who is handling the MFA, they are looking into it. | 9:08:21 AM |
| rhernandez | ok | 9:08:27 AM |
| Shubham Kataria | Thank you for your patience. | 9:08:36 AM |
| | We sincerely apologize for the inconvenience caused. Our team is actively working on resolving the issue and we kindly ask for your patience while we complete the necessary steps. We will keep you updated and notify you via email as soon as the issue has been resolved. | 9:13:37 AM |
| rhernandez | ok | 9:13:48 AM |
| Shubham Kataria | Thank you for your understanding. we are working on it. | 9:14:33 AM |
| | Is there anything else I may help you with ? | 9:14:36 AM |
| rhernandez | thats all | 9:14:52 AM |

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| Shubham Kataria | Kindly try to access now | 9:15:48 AM |
| | As we got the information from the team, they made few changes from backend. | 9:16:26 AM |
| | Kindly confirm if you're able to access the server. | 9:18:03 AM |
| | Are we still connected here? | 9:18:57 AM |
| | As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 9:20:46 AM |
| | Shubham Kataria has ended this chat session | 9:20:48 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 10:40:28 PM

#82468 Marshall Madamba
Email: mmadamba@gmail.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
City: LAKEWOOD
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 21 Secs

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| Marshall Madamba | Hello, I am your Acebuddy | 10 Oct, 10:40:28 PM |
| Acebuddy | Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you! | 10:40:29 PM |
| | Whom Would You Like to Connect With? | 10:40:29 PM |
| Marshall Madamba | Technical Support (QB & App Hosting) | 10:40:40 PM |
| Acebuddy | Welcome to Ace Support. | 10:40:40 PM |
| | Please chose an option : | 10:40:40 PM |

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| Marshall Madamba | I'd like to raise a Request | 10:40:46 PM |
| Acebuddy | Please select your request type. | 10:40:46 PM |
| Marshall Madamba | Application Version Upgrade | 10:41:00 PM |
| Acebuddy | Please select the application you would like to upgrade : | 10:41:00 PM |
| Marshall Madamba | Other Application | 10:41:06 PM |
| Acebuddy | To begin the installation process, please download the setup file from your application portal and save it to your server desktop. | 10:41:06 PM |
| | Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com. | 10:41:06 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. | 10:41:06 PM |
| | Do you need any further assistance on the topic? | 10:41:06 PM |
| Marshall Madamba | No | 10:41:50 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 10:41:50 PM |
| | <i>Acebuddy has ended this chat session</i> | 10:41:50 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 8:41:17 AM

#83152 Morgan Hansow

Email: morgan@lgh.tv 📞 19706236464

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

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| Morgan Hansow | Hello, I am your Acebuddy | 31 Oct, 8:41:17 AM |
| Acebuddy | Hello Morganmorgan, I'm your Ace Buddy. I'll be happy to assist you! | 8:41:18 AM |
| | Whom Would You Like to Connect With? | 8:41:18 AM |
| Morgan Hansow | Technical Support (QB & App Hosting) | 8:41:26 AM |
| Acebuddy | Welcome to Ace Support. | 8:41:26 AM |
| | Please chose an option : | 8:41:26 AM |
| Morgan Hansow | I'd like to raise a Request | 8:41:38 AM |
| Acebuddy | Please select your request type. | 8:41:38 AM |
| Morgan Hansow | Printer/Scanner Addition | 8:41:45 AM |
| Acebuddy | Please select your desired option : | 8:41:45 AM |
| Morgan Hansow | Printer Addition | 8:41:48 AM |
| Acebuddy | Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below. | 8:41:48 AM |
| | Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted. | 8:41:48 AM |
| | Do you need any further assistance on the topic? | 8:41:48 AM |
| Morgan Hansow | Yes | 8:43:30 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 8:43:39 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:43:39 AM |
| | <i>Abhishek Rakwal declined the transfer request.</i> | 8:44:28 AM |
| | <i>Ankit Kumar accepted the chat transfer request.</i> | 8:44:35 AM |
| Morgan Hansow | Thanks. I tried to install UniPrint but ran into an issue. Really I just need to get the reports. In the past I've emailed them but for some reason I'm unable to use that feature | 8:44:37 AM |
| | <i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i> | 8:44:44 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 8:44:45 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 8:44:51 AM |
| Morgan Hansow | Thanks Rohan | 8:44:57 AM |
| Rohan | Hello Morgan, how are you doing today ? | 8:45:06 AM |
| Morgan Hansow | Doing well, you? | 8:45:20 AM |
| Rohan | That's Great. I'm good too, thanks for asking | 8:45:38 AM |
| | This message has been deleted | 8:45:40 AM |

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| | Kindly allow me two minutes to check the same. | 8:45:54 AM |
| Morgan Hansow | I'm trying to access my yearly reports to pass along to my accountant. i'n the past I've emailed them but it's not letting me do that once I'm in there, I even reset my password. | 8:46:50 AM |
| | My intuit password | 8:47:01 AM |
| Rohan | Thank you for all the details | 8:47:35 AM |
| | May I take the remote access of your local computer? So that I can see the issue in the realt time ? | 8:47:51 AM |
| Morgan Hansow | I can print them, that's fine too. I saved them, but they are saved on my drive within the remote access and I don't know how to print from there | 8:47:56 AM |
| | yes | 8:48:00 AM |
| Rohan | Thanks for the confirmation ! | 8:48:18 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 8:48:28 AM |
| Morgan Hansow | okay | 8:48:55 AM |
| Rohan | Kindly Copy and Paste the below link in any browser of your Local PC and Join the session | 8:49:34 AM |
| | https://assist.acecloudhosting.com/join/3762834328 | |
| | 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. | 9:27:22 AM |
| | <i>Ended due to chat idle timeout</i> | 9:27:22 AM |



