

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73739 kkinsley
Email: kkinsley@travelerschampionship.com
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: NEWINGTON
State: Connecticut
Country: UNITED STATES

Chat Transcript

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

| | |
|---|--|
| Acebuddy (bot) forwarded the chat request | |
| Shubham Yadav accepted the chat transfer request. | |
| Shubham Yadav | This message has been deleted |
| | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| kkingsley | Travelers Championship 2023 |
| | Katie |
| Shubham Yadav | Thank you for the information and allow 2 minutes to check the same. |
| | Since when are you facing the issue ? |
| kkingsley | For the past couple hours |
| Shubham Yadav | Can you please let me know when does freeze happens ? |
| kkingsley | after I log in |
| Shubham Yadav | Alright Katie |
| | Please try to access QB now |
| | Are we still connected here? |
| kkingsley | yes |
| Shubham Yadav | Can you please confirm once. |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| Shubham Yadav has ended this chat session | |

Email: stephenshardwood@highland.net 📞 14236632564

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: PINE KNOT

State: Kentucky

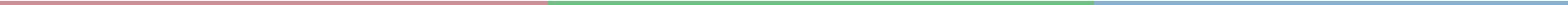
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| LESLIE STEPHENS | Hello, I am your Acebuddy |
| Acebuddy | Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| LESLIE STEPHENS | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| LESLIE STEPHENS | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| LESLIE STEPHENS | Password Reset |
| Acebuddy | Please select an option below |
| LESLIE STEPHENS | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re request is processed. |
| | Do you need any further assistance on the topic? |
| LESLIE STEPHENS | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| | Hi Leslie, could you let me know the last time that you were able to access the server |
| LESLIE STEPHENS | I am able to, as well as the SH_Sawmill. I cannot remember what our third is listed as but it is for our CPA. That is the one |
| | I only need the password reset for the CPA one. |
| | |

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|-----------------|---|
| Sharath Kumar | Understood, let me quickly check your account |
| | SH_CPA.pro2 - could you confirm that this is the user account that you are referring to |
| LESLIE STEPHENS | That is the correct one. |
| Sharath Kumar | The account appears is currently in a restricted state due to inactivity, I can enable the account and you may try the last |
| LESLIE STEPHENS | Okay. That would be fine. |
| | It definitely hasn't been used in a while. |
| Sharath Kumar | In case, that doesn't work, you will have to either try the self care portal to reset the password for that account |
| LESLIE STEPHENS | Okay |
| Sharath Kumar | or send in a request to support for password reset |
| LESLIE STEPHENS | Okay |
| Sharath Kumar | Working on making appropriate changes to the account, one moment please |
| LESLIE STEPHENS | Thank you |
| Sharath Kumar | Alright, try signing in now and let me know the result |
| LESLIE STEPHENS | I will have to return back to this if it doesn't work. I will have to get in ouch with our CPA. |
| | Thank you for the help. |
| | touch with our CPA |
| Sharath Kumar | No problem, I will send you an email shortly and you can reply on that |
| | Is there anything else I may help you with in the meantime? |
| LESLIE STEPHENS | That is all. Thank you so much. |
| Sharath Kumar | My Pleasure! |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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.acec |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74778 Monika
Email: monika@mbibusinessservices.com ☎ 18503435745
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: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74327 Nannette Stone
Email: nstone@centuriaventures.com 📞 479-648-6805
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 15 Secs
City: FT SMITH
State: Arkansas
Country: UNITED STATES

Chat Transcript

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|---|--|
| Nannette Stone | Hello, I am your Acebuddy |
| Acebuddy | Hello Nstone, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nannette Stone | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Nannette Stone | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Nannette Stone | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Nannette Stone | Cannot print |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Anurag Sharma accepted the chat transfer request. | |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |

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|----------------|--|
| | Hello Nstone |
| Nannette Stone | Hello. I cannot print today. I'm not sure why. |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| Nannette Stone | I am trying to printer to the Ricoh 2004 |
| Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Nannette Stone | Centuria Ventures is the company name. |
| | My name is Nannette Stone |
| Anurag Sharma | Thanks for the confirmation. |
| | May I take the remote access of your local computer? |
| Nannette Stone | yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| Nannette Stone | I have closed important documents. Thank you. |
| Anurag Sharma | https://assist.acecloudhosting.com/join/4222084634 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | Please stay connected |
| | As per our conversation over the remote session. I would request you to please contact your IT team for this issue. |
| | As the issue is due to the printer. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| Nannette Stone | yes. Have a good day |
| Anurag Sharma | Thanks for the confirmation ! |
| Nannette Stone | I have contacted a service tech and hopefully they can come out tomorrow |
| Anurag Sharma | Okay, if you still face any issue. Please feel free to re-initiate another chat tomorrow. |
| | Thankyou so much for such a wonderful chat session. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks! |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73808 Micah Collins, Support Staff (profile)
Email: info@williamcostleyllc.com ☎ 17702021212
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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|---|---|
| Micah Collins, Support Staff (profile) | Hello, I am your Acebuddy |
| Acebuddy | Hello Micah Collins, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Micah Collins, Support Staff (profile) | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| Acebuddy (bot) forwarded the chat request | |
| Pradeep Kumar accepted the chat transfer request. | |
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| Micah Collins, Support Staff (profile) | Ticket # 655814 |
| Pradeep Kumar | Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today? |
| Micah Collins, Support Staff (profile) | <i>9:47:08 PMMicah Collins is sharing a file with you</i> <i>image.png - (Size:34.49 KB)</i> |
| | <i>Our team member is receiving an error message in the RDP</i> |
| | He was just provided 2FA but is now getting an error message and cannont connect |
| Pradeep Kumar | Alright, Let me transfer the chat to the concerned team. |
| <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> | |
| Micah Collins, Support Staff (profile) | thank you! |
| <i>Manish Singh accepted the chat transfer request.</i> | |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Micah Collins, Support Staff (profile) | thank you! our employee is having issues with his RDP : CID: CID73225 Account Name: CID73225 User added: Ganesh Ta; |
| | Are you able to connect with him to assist him with this challenge |
| | I've provided him with the 24/7 help desk number to call for immediate assistance, and am following up via CHAT to quick |
| Manish Singh | We have made the required changes kindly check now. |
| Micah Collins, Support Staff (profile) | Okay thank you! |
| Manish Singh | Is the issue resolved now? |
| Micah Collins, Support Staff (profile) | He is in India and I'm in the states. He's using ZOHO voice but it looks as though he is not getting my calls. |
| Manish Singh | Alright, please connect with the user and let us know if the issue is resolved. |
| | you can reinstantiate the chat again if facing issue. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| Micah Collins, Support Staff (profile) | hey there yes |
| | my apologies - I'm trying to confirm if Ganesh was able to access |
| | i don't think he was able to use the chat feature, which is why I'm sending |
| Manish Singh | Alright! kindly provide us with the contact number of Ganesh.T so that we can assist him regarding the issue over the call |
| | |

| | |
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| Micah Collins, Support Staff (profile) | He sent a message at 1227 EST that he was unable to access |
| Manish Singh | Can you provide us with the contact number of the user? |
| Micah Collins, Support Staff (profile) | (321) 888-0024 |
| | he's unable to use BIRDEYE in the RDP to make or receive calls -- we need this fixed |
| | he's using Zoho Voice and Birdeye but neither will work in the RDP for us to communicate |
| | you can email him directly at TaxPrep@williamcostleyllc.com to directly communicate in the interim if needed |
| Manish Singh | Sure, we will email him directly regarding the matter. |
| | Is there anything else I may help you with ? |
| Micah Collins, Support Staff (profile) | Getting his communications up and running are key - we need to test and confirm that he is able to use his communicatio able to communicate |
| | Can you please run test calls with Ganesh by having him call my cell number 337-591-2713 -- I want to be included in tes appropriately working. |
| Manish Singh | We are emailing the user Ganesh and when user is able to access server he will contact you for the test call. |
| | As I can check user is successfully logged into the server right now. |
| | <i>10:15:06 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:8.96 KB)</i> |
| | Is there anything else I may help you with ? |
| Micah Collins, Support Staff (profile) | This is very helpful - thank you for working with us toward correcting these challenges. |
| Manish Singh | We are happy to assist you, Micah (Edited) |
| Micah Collins, Support Staff (profile) | I cannot directly communicate with him, so it is hard to see where his disconnects are and appreciate you so much for tes him |
| Manish Singh | Thank you |
| | This message has been deleted |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74781 mdillc
Email: mdillc@machlink.com ☎ 563-263-5057
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 17 Secs
City: MUSCATINE
State: Iowa
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| mdillc | It's Julia again. How do I minimize this |
| Anurag Sharma | Hello Mdillc |
| mdillc | You put the new portal on and i can't minimize it. |
| | I don't want to get off of it everytime I want to go to the outside of the portal. |
| | Are you there? |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| mdillc | Muscatine Invest - Admin |
| Anurag Sharma | Thanks for the confirmation ! |
| | Kindly allow me 2-3 minutes to check the same. |
| mdillc | You're welcom |
| Anurag Sharma | Thank you for your patience. |
| | May I take the remote access of your local computer? |
| mdillc | Yes |
| Anurag Sharma | This message has been deleted |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/9402801254 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | The issue seems to be resolved, |
| | Is there anything else I may help you with ? |
| mdillc | No that's it thank you |
| Anurag Sharma | Thank you so much for such a wonderful chat session. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks! |

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74916 Candy Harman
Email: candy@thm2g.com ☎ 7193066494
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: COLORADO SPRINGS
State: Colorado
Country: UNITED STATES

Chat Transcript

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74137 Jen Quinn

Email: jenq@aeropress.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

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

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|---------------|---|
| | Please chose an option : |
| Jen Quinn | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jen Quinn | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Jen Quinn | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| Jen Quinn | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Jen Quinn | I had a ticket open with Shivam Singh (659162) and was supposed to receive a call back 10 min ago but have not yet. |
| | Can we reopen my ticket and try to solve my issue? |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Jen |
| | Are you there? (Edited) |
| Jen Quinn | yes |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | Please allow me few minutes to check the same. |
| Jen Quinn | Thank you |
| Anurag Sharma | Thank you for your patience. |
| | Jen as I can check our agent is currently reviewing your case and will connect to you within 10-15 minutes. |
| | I would like to inform you that if you wish, I can also try to resolve the issue via chat. |
| | Please confirm what works best for you. |
| Jen Quinn | Whatever might be fastest would be great. |
| Anurag Sharma | Okay, then we can try to resolve it on chat. |
| | May I take the remote access of your local computer? |
| Jen Quinn | Yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/7592670798 |
| | Kindly paste this link in the browser of local computer and join the session. |

| | |
|--|--|
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | The issue seems to be resolved. |
| | Is there anything else I may help you with ? |
| Jen Quinn | Nope, thank you so much |
| Anurag Sharma | Thank you Jen for such a wonderful remote session. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| <i>Anurag Sharma has ended this chat session</i> | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74776 Taylor Olsen

Email: taylor@wtbaccounting.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: BURLINGTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Taylor Olsen | Hello, I am your Acebuddy |
| Acebuddy | Hello Taylor Olsen, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Taylor Olsen | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Taylor Olsen | Restart |
| Acebuddy | Hello Taylor Olsen, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74305 joyce

Email: joyce@hcfoodinc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 22 Secs

City: SAN JOSE

State: North Carolina

Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| joyce | Hello, I am your Acebuddy |
| Acebuddy | Hello Joyce, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| joyce | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| joyce | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| joyce | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| joyce | Setback |
| Acebuddy | Please select an option! |
| joyce | Password Reset |
| Acebuddy | Please select an option below |
| joyce | Setback |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| joyce | Setback |
| Acebuddy | Please select an option! |
| joyce | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| joyce | I can't login |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Joyce |
| joyce | thank you |
| | I just can't login |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | |

| | |
|---------------|--|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| joyce | Finally, for the PC Name, enter: VisionsEspresso.myrealdata.net. Enter your Username as: myrealdata\Joyce.Pa. Ensure the PC Name is RDG.MYREALDATA.NET. |
| | I tried to set but just can;t login |
| Anurag Sharma | Okay, please don't worry. |
| | I will assist you with the issue. |
| | Kindly allow me two minutes to check the same. |
| joyce | okay |
| Anurag Sharma | May I take the remote access of your local computer? |
| joyce | okay |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| joyce | okay |
| Anurag Sharma | https://assist.acecloudhosting.com/join/1142665382 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the session on hold, I will disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | As per our records your server name should be HCWCAI.myrealdata.net |
| | Please confirm it once so that we can proceed with the issue |
| | The issue seems to be resolved. |
| | I would like to inform you that your server name is this. Please note it down this for future assistance. |
| | Is there anything else I may help you with ? |
| joyce | no thank you |
| Anurag Sharma | Thank you so much Joyce for such a wonderful remote session. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74026 krisika
Email: krisika@hkidata.com ☎ 7383092838
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 13 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

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

| | |
|-----------------|---|
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohit Kumar accepted the chat transfer request.</i> |
| krisika | Hi |
| | <i>Rohit Kumar is transferring the chat to Shubham Kataria.</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| | Hello Krisika |
| | <i>9:36:54 AMkrisika is sharing a file with you</i> <u>17418387792203983541839355253844.jpg</u> - (Size:5.05 MB) <i>Server not open in all pc</i> |
| | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| krisika | Priorware.myrealdata.net |
| | Hkidata01 |
| Shubham Kataria | Thank you for the information. |
| | Could you please try to access now (Edited) |
| krisika | Server open now in all pc |
| Shubham Kataria | that's great |
| krisika | Thank you |
| Shubham Kataria | You're welcome |
| | Is there anything else I may help you with ? |
| krisika | No |
| | Thank you |
| Shubham Kataria | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Shubham Kataria has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

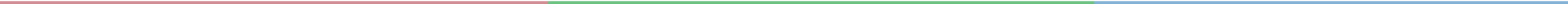
#73958 Paul Sherman
Email: paul@scs.com 📞 17814834467
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: SHARON
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---|
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Paul Sherman | Thank you |
| Sharath Kumar | Oh hi Paul, I was drafting an email about the MFA being accessible now |
| | However, the Sage 100 service is still a problem that I am currently looking into |
| Paul Sherman | I am in :) |
| Sharath Kumar | Glad to hear that, are you familiar with the working of Sage 100 |
| Paul Sherman | Ok, the Sage 100 advanced pvx 2023 server I want you to disable please |
| | the Sage 100 Advanced 2024 service I want you to start automartically |
| Sharath Kumar | may I ask if this is another service that you referring to? |
| Paul Sherman | and restart if it stops please |
| Sharath Kumar | got it |
| | alright, that is done |
| Paul Sherman | the pvxiosvr server as well needs to be started and automatically started please |
| | it is stopped and you said you completed that one before? |
| Sharath Kumar | is this the 2024pvx service? |
| Paul Sherman | there are two services I need |
| | The Sage 100 Advanced 2024 Ser vice |
| | and the pvxiosvr which is the reporting serve |
| | service |
| | its stopped |
| Sharath Kumar | could you provide with a screenshot of the services that you are referring to, I think that will be helpful |
| | <i>4:28:45 PMPaul Sherman is sharing a file with you</i> 1_image.png - (Size:19.41 KB) |
| | because I seeone moment please |
| | I am not seeing this one |
| | . |
| Paul Sherman | Will it start? |
| | If not I can remote and reinstall it |
| Sharath Kumar | Just to confirm this is for the Veterans server, correct? CID74744 |
| Paul Sherman | remove |

| | |
|---------------|--|
| | correct |
| | Do you want me to remove the service and reinstall it? |
| Sharath Kumar | Yes, let's try that |
| Paul Sherman | ok |
| | It should be gone now? |
| | its not |
| | hold on |
| | can you run this command it is not working for me |
| | D:\SAGE\Sage 100 2024\MAS90\Home>pvxiosvr.exe -u |
| | in an elevated command prompt it should remove the service |
| | yes? |
| Sharath Kumar | noted, on it |
| Paul Sherman | the command should remove the service the -i will install it back :) |
| | D:\SAGE\Sage 100 2024\MAS90\Home>pvxiosvr.exe -i |
| Sharath Kumar | couldn't remove the service, it gave an error |
| Paul Sherman | will it run? |
| | start it? |
| Sharath Kumar | it just says incorrect command |
| Paul Sherman | Can I get on a remote session, do I need to call in? |
| Sharath Kumar | Yes, that would be better option |
| Paul Sherman | ok |
| | <i>paul has ended this chat session</i> |



Chat Transcript

Hello, I am your Acebuddy



#74460 jonathan

Email: jonathan@thetowncrier.net 📞 19856741870

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

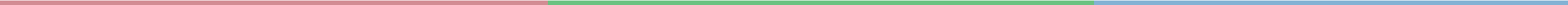
City: NEW ORLEANS

State: Louisiana

Country: UNITED STATES

Chat Transcript -----

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73762 megan

Email: megan@martinenterprisesheatingandac.com 📞 8474381203

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: LAKE ZURICH

State: Illinois

Chat Transcript -----

| | |
|----------|---|
| megan | Hello, I am your Acebuddy |
| Acebuddy | Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| megan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| megan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| megan | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| megan | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| megan | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

| | |
|----------------|--|
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Megan |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |

Shashwat Verma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74739 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
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: 20 Secs
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

| | |
|---|--|
| Fenil Shah | Hello, I am your Acebuddy |
| Acebuddy | Hello Het Sanghavi, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Fenil Shah | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| Acebuddy (bot) forwarded the chat request | |
| Fenil Shah | Hello |
| Priyanshu accepted the chat transfer request. | |
| Priyanshu | Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. |
| | How may I assist you? |
| Fenil Shah | I am not able to access Sktax1 server . pls help- |
| Priyanshu | Sure, I will be assisting you with this issue. |
| Fenil Shah | It shows because of number of login attempts |
| Priyanshu | Could you please please help me with your businessname and your username so that I can assist you better |
| Fenil Shah | the user has been locked |

| | |
|-----------------|--|
| | Yeah sure |
| | Sktax addison |
| | User name Sktax1 |
| Priyanshu | Thank you for sharing the details. |
| Fenil Shah | Yeah sure' |
| Priyanshu | Please allow me a minute to verify it once |
| Fenil Shah | ok |
| Priyanshu | Thank you Het |
| | I can see that your server is being managed by different team |
| Fenil Shah | Pls connect me withthem, |
| Priyanshu | So please let me transfer your this chat request to the concerned team so that they can better assist you on this. |
| Fenil Shah | ok |
| | <i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| Fenil Shah | I am not able to access Sktax1 server |
| Shubham Kataria | I will be surely assisting you with this. (Edited) |
| Fenil Shah | It shows because of number of login attempts the user has been locked |
| | Yes Pls |
| Shubham Kataria | Kindly provide your username for server login |
| Fenil Shah | Sktax1 |
| Shubham Kataria | Kindly allow me two minutes to check the same. |
| Fenil Shah | SKTax1@myrealdata.net |
| | ok |
| Shubham Kataria | Thank you for your patience. |
| | We have successfully unlocked the account |
| | You may check now. |
| Fenil Shah | Let me check |
| Shubham Kataria | Sure, please take your time |
| Fenil Shah | pls wait |
| | whats username? |
| Shubham Kataria | SKTax1@myrealdata.net |

| | |
|---|--|
| Fenil Shah | done |
| | thanks for the help |
| Shubham Kataria | You're welcome |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| Shubham Kataria has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74173

srinivas

Email: srinivas@taxgeeks.com 📞 2252847776

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|---|
| | Whom Would You Like to Connect With? |
| srinivas | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| srinivas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| srinivas | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| srinivas | server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| srinivas | Re:[## 657110 ##] |
| | <i>Tushar Pharswan accepted the chat transfer request.</i> |
| Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. |
| srinivas | hui |
| | hi |
| | Re:[## 657110 ##] |
| | you can restart the server now |
| Tushar Pharswan | We were about to restart the server, but two users are logged in what I will do is will send a pop message to save their wc |
| | Is there anything else I may help you with ? |
| srinivas | go ahead |
| | I have already informed |
| Tushar Pharswan | Reboot process is initiated and will be completed in next 5 - 8 minutes. |
| | We will email you as well once the server is up and running. |
| | Are we still connected here? |
| srinivas | yes |
| Tushar Pharswan | Is there anything else I may help you with ? |
| srinivas | ok |
| | I wanted you to check all the updates which are needed for the server to run |
| | proseries is crashing badly |
| | today there were only few people but once you move to a new client it was crashing |
| Tushar Pharswan | I have checked them and server is up to date kindly let us know if it still crashes proseries. |

| | |
|-----------------|--|
| | The reboot will initiate in next 1 minute. |
| srinivas | ok |
| | let me know when we can login |
| Tushar Pharswan | The server is rebooted you can login now if you still face the proseires crashing issue kindly email us on the same ticket a so the escalation team, will handle it and provide you with the other options to resolve your issue. |
| srinivas | got it |
| Tushar Pharswan | With your permission should we go ahead and disconnect this chat session as well? |
| srinivas | yes |
| Tushar Pharswan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Tushar Pharswan has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74813 Megan Szul

Email: szulsland@verizon.net 📞 6092919663

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 36 Secs

City: CHESTERFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript -----

| | |
|--|---|
| Megan Szul | Hello, I am your Acebuddy |
| Acebuddy | Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Megan Szul | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Megan Szul | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Megan Szul | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Megan Szul | Trying to log into the environment and keep getting error unable to connect |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Megan Szul | We couldn't connect to the Remote Desktop Gateway because the connection to the remote PC failed. If this keeps happe for assistance. Error code: 0x5000004 |
| | Can you please help me? |
| Manish Singh accepted the chat transfer request. | |
| | My credentials are |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Megan Szul | Server Name: SzulLandscapes.myrealddata.net User 1: myrealddata\MeganSz |
| | Hello how are you |
| Manish Singh | Great! how are you? |
| Megan Szul | I am good. Thanks for asking |
| Manish Singh | May I know if it is the first time you are facing this issue? |
| Megan Szul | Yes |
| Manish Singh | And are other users facing this issue? (Edited) |
| Megan Szul | The other users won't be in until another hour. So not sure |

| | |
|--------------|--|
| Manish Singh | May I take the remote access of your local computer? |
| Megan Szul | yes |
| | Do you want local or environment? |
| Manish Singh | Local |
| | https://assist.acecloudhosting.com/join/2912650039 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Megan Szul | are we connected? |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| Megan Szul | ok |
| Manish Singh | Is there anything else I may help you with ? |
| Megan Szul | Did. you refresh the environment |
| | Usually when I have issues similar to this they refresh the environment |
| Manish Singh | Did now |
| Megan Szul | Thank you for your help] |
| Manish Singh | Is there anything else I may help you with ? |
| | Please |
| Megan Szul | That is all thank you |
| | fyi...I logged out and logged in again. All good. |
| | Thanks again |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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.acec |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74931 franz_deraad
Email: franz_deraad@comcast.net 📞 12487051999
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 25 Secs
City: ROYAL OAK
State: Michigan
Country: UNITED STATES

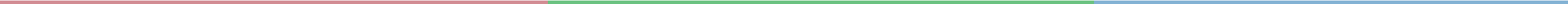
Chat Transcript

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

| | |
|---------------|---|
| franz_deraad | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| franz_deraad | My Ace Clous Hosting app doesn't seem to be on my computer anymore. I also forgot my password |
| Sharath Kumar | Hello Franz, could you please let me know when the last time was you were able to access the server |
| franz_deraad | Friday |
| | 3/28 or 3/29 |
| Sharath Kumar | Alright, and you mentioned that you do not have the RDP tool, required for accessing the server, correct? |
| franz_deraad | correct |
| | Evitp is the company name |
| Sharath Kumar | Understood, I can provide you with the required RDP file, However, for the password you will need to send in a request to |
| franz_deraad | Understood |
| Sharath Kumar | and the email has to be sent from your email - |
| | franz_deraad@comcast.net |
| franz_deraad | correct |
| | Are you sending the file to my email address? |
| Sharath Kumar | my apologies, I was checking some details for your account |
| | I found that you are mentioned as the primary contact for EVITP |
| | Are you familiar with the MyPortal |
| franz_deraad | I don't remember what it was called. I just typed in my username franzd and it would come up. |
| Sharath Kumar | It is a portal that only authorized contact can access, and you would also be able to manage your user accounts from ther |
| | the link for the portal is - https://myportal.acecloudhosting.com/ |
| | Username - CID73982 for password you'd need to select the forgot password option (Edited) |
| franz_deraad | I got in. Can I access my desktop from there? |
| Sharath Kumar | great! you will need to locate the user profiles |
| franz_deraad | I can see invoice activity, my profile etc. Can i access my Ace Cloud Hosting desktop from there? |
| Sharath Kumar | download the RDP and then reset your password |
| | could you send me a screenshot of what you are able to view after signing into the portal |
| | Are we still connected here? |
| | |

| | |
|---------------|--|
| franz_deraad | We are. It won't allow me to take a screenshot. |
| | Username is franzderaad@myrealdata.net |
| Sharath Kumar | no problem, may I take a remote session of your local computer and I can help you navigate through myportal |
| franz_deraad | I will reach out to support to reset my password if that's necessary |
| | Yes, you may take a remote session |
| Sharath Kumar | thank you |
| | let me send you the link |
| | https://assist.acecloudhosting.com/join/4412381486 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73638 Dale Trahan
Email: tbroussard@la.glacoxmail.com ☎ 13373343779
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: BATON ROUGE
State: Louisiana
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Dale Trahan | Hello, I am your Acebuddy |
| Acebuddy | Hello Tammy Broussard, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Dale Trahan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Dale Trahan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Dale Trahan | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Dale Trahan | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| Dale Trahan | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Dale Trahan | None of our users can open Quickbooks. It lets you sign in and then just buffers |
| | Our server is LAS Server |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| | Sure, I can help with that. Let me look into it for you. |
| | I am looking into the issue and observing it so that I can provide you exact resolution |
| Dale Trahan | Ok thank you |
| Anjainay Singh | We have made restarted the service so we request you to please try to sign into the application and let us know if issue s |
| Dale Trahan | It still just shows Opening Quickbooks and it never moves past that. |
| Anjainay Singh | We need to logout the users and need top reboot the server in order to fix issue |
| | *to |
| Dale Trahan | Ok they should all be off |
| Anjainay Singh | Thankyou for your confirmation |
| | Kindly allow us some time as we are working on it |

| | |
|--|--|
| Dale Trahan | Sure thank you |
| Anjainay Singh | We have resolved the issue please access it again and let us know if you are still facing same error |
| | Please login into the server and access QB and let us know if issue is resolved |
| Dale Trahan | Ok one sec. |
| | Yes it is working - thank you so much! |
| Anjainay Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| Dale Trahan | Sure will |
| Anjainay Singh | If your issue is resolved you may end this chat and provide your valuable feedback which encourages us to do much better |
| Anjainay Singh has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73435 Josh To
Email: jhto@aeac-autorica.com ☎ 13343002180
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: DULUTH
State: Georgia
Country: UNITED STATES

Chat Transcript

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

| | |
|----------|---|
| Josh To | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Josh To | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Josh To | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Josh To | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |
| Josh To | Yes |
| Acebuddy | I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me! |

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

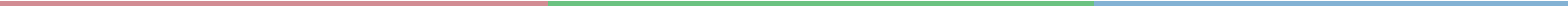
#73777 Debbie
Email: debbie@itdistributorsinc.com ☎ 15164571439
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 38 Secs
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Debbie | Hello, I am your Acebuddy |
| Acebuddy | Hello Debbie, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Debbie | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Debbie | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Debbie | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Debbie | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| Debbie | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Debbie | New Server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Debbie |
| Debbie | I was told that the new server would be available in 30 minutes that was over 1 1/2 hours ago |
| | cid # 72391 |
| | this is going on since friday 3:30pm - I am know really at my last nerve |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | Please allow me 2-3 minutes to check the same. |
| Debbie | instead of apologizing what is the status |
| Anurag Sharma | Yes, I am checking that. Please stay connected for 2-3 minutes. |
| | Thank you for your patience. |
| | |

| | |
|---------------|--|
| | Debbie I would like to inform you that the new server has been created for you. |
| Debbie | how do i access it? |
| Anurag Sharma | Our team is just ensuring all the functionalities for the last time so that no problem occurs again. |
| | You can expect an email from our end within 10-15 minutes. |
| | With the server access credentials. |
| Debbie | My last chat at 10:50 am this morning I was told 30 minutes - it is now 12:33 and I need to access my company file |
| Anurag Sharma | I deeply apologize for any delay Debbie. I can assure you that you will get the email from our end within 15 minutes max. |
| Debbie | Ok, I will wait another 15 minutes - thanks |
| Anurag Sharma | I can understand that it is very important for you to access the company file. And I deeply apologize for the inconvenience. |
| Debbie | thanks - i will look out for that email |

Debbie has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73920 Antonio Oliver
Email: finance@zebrarecovery.com
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: 9 Secs
City: ASHBURN
State: Virginia
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---------------------------|
| Antonio Oliver | Hello, I am your Acebuddy |
|----------------|---------------------------|

| | |
|----------------|---|
| Acebuddy | Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Antonio Oliver | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Antonio Oliver | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Antonio Oliver | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Antonio Oliver | [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "ZebraRecovery.myrealdata.net" does not belong to the specified network. Verify the computer name and domain t |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello |
| | I will surely help you with this issue. |
| | May I take the remote access of your local computer? |
| Antonio Oliver | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/1322810337 |
| | Kindly Click on the link and open the downloaded file. |
| Antonio Oliver | It has been downloaded. |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | issue resolved on remote session by configuring the RDP file |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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) |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74330 edufurniture
Email: edufurniture@gmail.com ☎ 601-481-4890
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 12 Secs
City: OXFORD
State: Mississippi
Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|---|
| edufurniture | User Replacement |
| Acebuddy | We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existi instead add a new user from MyPortal. |
| | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t on how to manage users via MyPortal! |
| | Do you need any further assistance on the topic? |
| edufurniture | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| edufurniture | how much does it cost to add a User? |
| | hello? |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| | <i>Manish Singh is transferring the chat to Ashutosh Mishra.</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I understand you want to add a user, is that correct? |
| edufurniture | i cannot login to MyPortal |
| | yes. i need to replace a User |
| | can you email them instructions? |
| | or how much does it cost to add a new user? |
| Ashutosh Mishra | I understand, please allow me to inform the user addition cost information is not with the technical support team. |
| | I can forward this query to the concerned team, and they can assist regarding this. |
| edufurniture | i need to replace a user. ill add one later if i need it |
| | Replace a User |
| Ashutosh Mishra | User can be added/removed using My Portal by the account holder. |
| | Are you able to do so? |
| | Are we still connected here? |
| | Are we still connected here? |
| edufurniture | they called me thank you |
| Ashutosh Mishra | Is there anything else I may help you with ? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | <i>Ashutosh Mishra has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73414 Fenil Shah
Email: tax@sktaxaddison.com 📞 8473508121
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 29 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

| | |
|---------------|---|
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Fenil Shah | Hhi |
| Sharath Kumar | Hello Kamlesh, Could you please let me know the server's name that you are experiencing issues with. |
| Fenil Shah | Server Name - SKTaxAddison1 Name - Darshak |
| Sharath Kumar | Thank you for the information. I am signing into the server to check what is causing you the trouble. |
| Fenil Shah | Oakay |
| Sharath Kumar | Thank you for your patience. I see Darshak Shah as the logged in user. |
| | the resource utilization on the server appears to be normal |
| | It seems google chrome's services are consuming too much RAM. |
| | Could you let me know if it is possible to restart the server right now? |
| Fenil Shah | Please suggest for what to do. |
| Sharath Kumar | I believe that if we restart the server, google chrome's services will reset and the server should not lag further |
| Fenil Shah | As per our last conversation with Rohit Kumar, we need to extand our space. |
| Sharath Kumar | that is also something I was about to tell you about. The server is currently running on 8% disk space. let me check the update on that, one moment please. |
| Fenil Shah | sure |
| Sharath Kumar | Thanks again for your patience, I checked and found this ticket - #649003 This ticket is for server 3 but the current issue that I am addressing is for server 1 |
| | Both the servers are running out of space |
| | The server you are currently logged in (server 1) requires a reboot to see if that resolves your concern with the server lag |
| | Please let me know if you will be able to sign out so that I can restart the server. |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74058 Alexia Steneck
Email: office.erc.5@gmail.com 📞 14356595911
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Chrome OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: COALVILLE
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Alexia Steneck | Hello, I am your Acebuddy |
| Acebuddy | Hello Alexia Steneck, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Alexia Steneck | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Alexia Steneck | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Alexia Steneck | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Alexia Steneck | Unable to download Microsoft Desktop to my laptop. And my password link expired |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Sharath Kumar accepted the chat transfer request. |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |

| | |
|----------------|--|
| Alexia Steneck | Thank you |
| Sharath Kumar | Hi Alexia, could you please confirm that you are on a Mac or on a windows computer |
| Alexia Steneck | Windows. It is actually a Google Chromebook laptop |
| | HP |
| Sharath Kumar | noted! |
| | and you don't have the password as well, right? |
| Alexia Steneck | Right. I can forward the link that was sent to me and it expired |
| | https://apps.microsoft.com/detail/9wzdncrfj3ps?ocid=webpdpshare |
| | User Name: AlexiaS.NENT1@myrealdata.net Password Link: https://otp.acecloudhosting.com/s/TYBtzW6cBMHM9K2BhdFV/ |
| | Second link. Sorry about the first link |
| Sharath Kumar | I see! |
| | may I ask if you are enrolled to the self care portal to reset your password |
| Alexia Steneck | I have no idea, sorry |
| | They just barely made an account for me after we upgraded and then I had a baby a few days after and just got back from that amount of time |
| Sharath Kumar | I understand! No worries! Let me help you with this. |
| | And congratulations for the baby |
| Alexia Steneck | Thank you! |
| Sharath Kumar | I will actually need an email request from you for resetting your account password |
| | Could you quickly send in a request to Support@acecloudhosting.com for a password reset (Edited) |
| Alexia Steneck | Yes! |
| | <i>9:58:02 PMSharath Kumar is sharing a file with you</i> AlexiaS.NENT1@myrealdata.net.zip - (Size:802 Bytes) |
| Sharath Kumar | This is the RDP file you will need to sign into the server |
| | let me know once you have sent the email to support |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73873 Mindy Bandiera
Email: mbandiera@titanconsulting.net ☎ 2144767266
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Mindy Bandiera | Hello, I am your Acebuddy |
| Acebuddy | Hello Mindy Bandiera, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Mindy Bandiera | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mindy Bandiera | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mindy Bandiera | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Mindy Bandiera | I am unable to connect to the server. I have been told to delete the credentials from my RDP and re-enter them, but I can |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | |

| | |
|----------------|--|
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Mindy Bandiera | Hi Sharath. I spoke to you earlier |
| Sharath Kumar | Hi Mindy, I see you are having trouble with deleting the credentials. I can help you with that but could you first confirm th for your account. |
| Mindy Bandiera | I do |
| Sharath Kumar | Great! so right click on your RDP and select "more options" and then edit |
| Mindy Bandiera | ok done |
| Sharath Kumar | now on first tab do you see the option to edit or delete existing credentials |
| Mindy Bandiera | yes |
| Sharath Kumar | Alright, so select delete |
| Mindy Bandiera | ok |
| Sharath Kumar | put in the user name as myrealdata\Mindy_TC |
| Mindy Bandiera | ok |
| Sharath Kumar | and then the password that you currently have |
| Mindy Bandiera | do i enter that password after I connect? |
| Sharath Kumar | yes, once you put in the username then select connect |
| | it should then prompt you to put in the password |
| Mindy Bandiera | ok did that, but it is still not connecting |
| Sharath Kumar | what is the error message that you receive and also when was the last time that you were able to connect |
| Mindy Bandiera | Remote access to the server is not enabled, the remote computer is turned off or the remote computer is not available or to connect without booting me off was yesterday late morning/early afternoon |
| Sharath Kumar | Got it, are others able to sign into the server? |
| Mindy Bandiera | i don't know. let me see if i can find out |
| | yes they are able to get in |
| Sharath Kumar | That is strange. Could you please provide me the remote of your local computer once again |
| | https://assist.acecloudhosting.com/join/7342823097 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Mindy Bandiera | ok |
| Sharath Kumar | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
| | Mindy, we were able to get you connected to the server after making appropriate changes on the RDP file |
| | Is there anything else I may help you with ? |
| Mindy Bandiera | no we are good. |
| | |

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

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73589 scott
Email: scott@aabs.tax 📞 17205418788
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: CAMP VERDE
State: Arizona
Country: UNITED STATES

Chat Transcript

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

| | |
|----------|---|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| scott | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| scott | Password Reset |
| Acebuddy | Please select an option below |
| scott | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. |
| | Do you need any further assistance on the topic? |
| scott | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh accepted the chat transfer request.</i> |
| Ashutosh | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today. |
| scott | Hi Ashutosh! Thank you for helping me out today |
| | I need your help with a few things. First, I need to make sure that my business partner, Samona Pheils is able to call in an whenever she needs to. |
| Ashutosh | I will surely help you with this issue. |
| scott | Thank you |
| Ashutosh | Kindly help me with your server name and user name? |
| scott | AABS |
| | my username is ScottJensen, I think |
| Ashutosh | I understand you want to add Samona as an account holder. |
| scott | Yes, please. She should have full access and decision making abilities |
| Ashutosh | To proceed with such request, we require an email from the current account holder email address. |
| | Once I receive the email i will forward it to the concerned team to make the changes. |
| scott | Feel free to send it and I will reply directly. I have my email pulled up and refreshing |
| | Hi! I'm reading the email just sent and would like for Samona to be able to communicate with you as well as me. Trinity sl |
| | Apologies for any confusion. |
| | Samona and I are owners and sometimes I am not able to be reached, so Samona should have the ability to contact you & resets etc. Trinity should just be a user. Scott should be able to contact you with all requests as well. |
| Ashutosh | Please share the ticket number as I have not sent any email as of now. |
| | |

| | |
|----------|---|
| scott | oh, well then there is confusion from the call earlier with Samona. No worries, we will get it untangled! |
| | 653615 |
| Ashutosh | Kindly allow me two minutes to check the same. |
| scott | Thank you so much! |
| Ashutosh | I have got the ticket number, currently we are sharing password for the user, shortly after that I will send email to you for addition. |
| scott | Thank you |
| Ashutosh | Is there anything else I may help you with ? |
| | We have shared the password and RDP, and now I will be sending the email for authorization. |
| scott | Thank you - I will reply as soon as I am able. Would you help me get access to my portal as well? I thought I was told my I that the email it wants to send a code to is not mine. |
| Ashutosh | I have sent the email for authorization. |
| | Please mention your correct email address also in the reply for authorization and i will get it changed from the concerned |
| | Once the changes are made I will inform you over the email. |
| scott | I have replied to your email so it should be back to your team momentarily. |
| Ashutosh | Please confirm if your correct email address is the same as mentioned for your account that is scott@aabs.tax |
| scott | That is correct |
| Ashutosh | Thank you for the confirmation, I will forward your request now and within 24 hours the changes will be updated. |
| scott | Thank you so mcuh |
| Ashutosh | Is there anything else I may help you with ? |
| scott | I don't think so right now! Thank you for all of your help and I apologize for any confusion that I may have caused from no |
| Ashutosh | We are here to assist you, i would greatly appreciate if you could spare a minute to give your valuable feedback at the en |
| scott | I'd be happy to |
| Ashutosh | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74838 mdoughty
Email: mdoughty@qps4u.com ☎ 6025718200
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| mdoughty | Hello, I am your Acebuddy |
| Acebuddy | Hello Mdoughty, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| mdoughty | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| mdoughty | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| mdoughty | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| mdoughty | Remote Desktop indicates my network may be slow. Per speedtest.net, my connection is 98.32 Mbps download and 19.64 would the connection be slow? |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

| | |
|---------------|---|
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Mdoughty |
| | Are we still connected here? |
| mdoughty | yes |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| mdoughty | where do i find that information. |
| | my remote session shortcut is under MarkDoughty and the company name is Quick Product Solutions. |
| Anurag Sharma | You can find that in your invoice |
| | Thanks for the confirmation ! |
| | Mark I just checked and found that your server is running very low in disk space |
| mdoughty | how much disk space is included in my plan |
| Anurag Sharma | Moreover, the RAM utilization on the server is also very high. |
| | As I can check you have 64GB of disk space on the server in which only 3.8GB is free |
| mdoughty | the only thing we have on the server is the operating system and quickbooks. Our QB file is 1.6 GB, what is taking up all c |
| Anurag Sharma | Please allow me a minute to share the disk space utilization with you. |
| mdoughty | On the D: drive which housed my client data, there is 77.2 GB free of 79.8 GB total space, is my disk not partitioned prop |
| | D drive, |
| Anurag Sharma | Okay let me check it also |
| | As I can check you have enough space in your D drive |
| | You have low disk space issue in your C drive |
| | Where all the necessary files are stored which are important for the working of the operating system. |
| mdoughty | Ok, then it appears that the drives were not partitioned properly when the server was set up. I have enough total disk spa |
| Anurag Sharma | The drives are partitioned in a way so to provide you the maximum free space in your D drive where your actual data is st |
| mdoughty | Unfortunately, that doesn't work for me. As you can see, our data requirements are very low. |
| Anurag Sharma | Here as I can see you don't have much data in your D drive so if you wish. We can move 30GB of disk space from D drive |
| mdoughty | That would be a good start. |
| Anurag Sharma | Okay I will definitely do that for you. But you need to send us an email from your registered account to support@acecloud |
| | After that your disk space issue will be resolved. But still you have very high RAM utilization on the server. |
| mdoughty | Please tell me what I should say in the email to avoid any confusion with my request. Regarding the RAM, based on my ex |
| | capacity, that often increases the RAM utilization. Let's see how the system works after the reallocation. |

| | |
|---------------|--|
| Anurag Sharma | We can do one thing. After this chat I will send you an email. You can just revert back to that email with an approval from the approval from your end. We will start proceeding with the request. |
| | Will it be okay? |
| mdoughty | that would be great. email is mdoughty@qps4u.com. |
| Anurag Sharma | Thanks for sharing the email address. |
| | However, I would like to inform you that you have 4 active users on the server. |
| | And you have around 7 GB RAM on the server. |
| | Which is definitely not sufficient. |
| mdoughty | what do you recommend? |
| Anurag Sharma | As you use QB Enterprise application. |
| | I would recommend you for atleast 2 GB of RAM addition. |
| mdoughty | Yes, typically we have three concurrent users. |
| | What's the cost to add the RAM you have recommended? |
| Anurag Sharma | Total 10 GB RAM would be a perfect fit for your utilization. |
| | You don't need to go for more then that for sure. |
| | RAM adding cost is \$20 per month per GB. (Edited) |
| | Still, as per my expertise you should think about it. Rest is your choice always. |
| | Is there anything else I may help you with ? |
| mdoughty | I will definitely consider it. Please forward the email. Also, I have downloaded the QB 24 file to my desktop so I can have t have that installed later tonight? |
| Anurag Sharma | No problem, I will share you the email regarding the RAM addition request as well. If you ever wish for RAM upgradation. ʏ as well. And we will work on it immediately. |
| | Moreover, I will surely schedule a QB update during the night hours and will update you via email once it is completed. |
| mdoughty | Perfect, thank you. |
| Anurag Sharma | This message has been deleted |
| | Is there anything else I may help you with ? |
| mdoughty | No, appreciate the help |
| Anurag Sharma | I would greatly appreciate if you could share your valuable feedback to us after this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks! |

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73586 Alexis Woodford Demko

Email: alexis@sandiegodemolition.com 📞 16199772652

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: CORONADO

State: California

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------------|--|
| Alexis Woodford Demko | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Alexis Woodford Demko | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| Alexis Woodford Demko | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Alexis |
| Alexis Woodford Demko | I have tried several times to login to my QB account and it says I am already logged in. No one else has my login info... th easily reset it:) |
| | <i>12:48:26 AMAlexis Woodford Demko is sharing a file with you</i> Screenshot 2025-03-05 at 11.16.01 AM.png - (Size:155.4 KB) |
| Shashwat Verma | I will surely help you with this issue. |
| | May I take the remote access of your server? |
| Alexis Woodford Demko | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| Alexis Woodford Demko | ok |
| Shashwat Verma | Kindly accept the invite |
| Alexis Woodford Demko | where do I accept? |
| Shashwat Verma | I sent it on server |
| | Is that the file? |
| Alexis Woodford Demko | yes |
| Shashwat Verma | Kindly login now |
| Alexis Woodford Demko | Thanks for your help! |
| Shashwat Verma | Is there anything else I may help you with ? |
| Alexis Woodford Demko | That is it, thank you |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! |

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74877 mike

Email: mike@backstoptax.com ☎ 6026867247

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: 1 Min 36 Secs

City: SEASIDE

State: Oregon

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| mike | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| mike | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| mike | Slow system Am currently in the middle of a fix, need to reconnect with the person hellping us. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Yes Mike. I have rebooted the server |
| | Please login back and check the issue |
| mike | Ok |
| | Can everyone log back on? |
| Rohan Prajapati | Is it better now ? |
| mike | so far |
| | yes |
| Rohan Prajapati | Yes Please ask everyone to login back |
| mike | Ok, thank you |
| Rohan Prajapati | Is it better for all the users ? |
| mike | As far as I can tell. |
| Rohan Prajapati | Actually, we have received multiple calls regarding this issue today. We’ve already informed the concerned team to look ii we receive any updates from them. We will keep this ticket open until then. |
| | Is there anything else I may help you with ? |
| mike | No thank you |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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) |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73773 Glenn Hammill
Email: glenn@hammillconsulting.com 📞 925.944.4791
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Glenn Hammill | Setback |
| Acebuddy | Please select your request type. |
| Glenn Hammill | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Glenn Hammill | Setback |
| Acebuddy | Please select your request type. |
| Glenn Hammill | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| Glenn Hammill | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sandeep Kumar accepted the chat transfer request.</i> |
| Sandeep Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today. |
| | Hi Glenn, How are you doing today? |
| Glenn Hammill | I am great, and you? |
| Sandeep Kumar | Im good too, thanks for asking! |
| Glenn Hammill | I am following up on issue: 655282 |
| Sandeep Kumar | Kindly allow me 2-3 minutes to check the same. |
| | Glen you can simply install the authenticator app on your iPad from the app store and configure the TFA just like you did c |
| Glenn Hammill | Okay I downloaded the Authenticator, opened it but now I'm stuck. |
| Sandeep Kumar | Im assuming that this is for the server login, right? |
| Glenn Hammill | Yes, the ACE Server |
| Sandeep Kumar | Ok. |
| | <i>7:26:08 AMSandeep Kumar is sharing a file with you</i> <i>SelfCare Portal 4.pdf - (Size:848.54 KB)</i> |
| Glenn Hammill | The authenticator wants a code |
| Sandeep Kumar | First, you will have to login into your self care porta: https://selfcare.acecloudhosting.com/ |
| Glenn Hammill | The PDF says: Once logged in, A barcode will be displayed. |

| | |
|---------------|---|
| | I do not see a barcode |
| | <i>7:29:14 AM</i> <i>Sandeep Kumar is sharing a file with you</i> <i>image.png - (Size:42.55 KB)</i> |
| Sandeep Kumar | Once you are on the portal, you will have to go to Self Service tab. |
| Glenn Hammill | I only have 3 tabs: Profile, Change PW and Enrollment There is no "Self Service" Tab |
| Sandeep Kumar | Sorry, the Enrollment tab, we need to go to. |
| | You will see the Google auth edit button |
| | Please be informed that only one device can be configured for TFA at a time, so you will have to change the device from y |
| Glenn Hammill | Oh, that is the problem. I wanted to add my iPad and keep my iPhone I guess we are done then unless you have a way I can add my iPad so I can keep my iPhone on it |
| Sandeep Kumar | Unfortunately, we can only configure one device for TFA. |
| Glenn Hammill | Got it, take care |
| | <i>Glenn Hammill has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73718 ANDREW LEWIS KLEIN

Email: burro7777@aol.com 📞 15034903553

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: LAKE OSWEGO

State: Oregon

Country: UNITED STATES

Chat Transcript

| | |
|-----------------------|---|
| ANDREW LEWIS KLEIN | Hello, I am your Acebuddy |
| Acebuddy | Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| ANDREW LEWIS KLEIN | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ANDREW LEWIS KLEIN | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ANDREW LEWIS KLEIN | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| ANDREW LEWIS KLEIN | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| ANDREW LEWIS KLEIN | Ace has asked me to run a QB Tools Hub in order to correct the licensing for QB. Since I am not an administrator, I cannot Please help! |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| | <i>Rohan Prajapati is transferring the chat to Ashutosh.</i> |
| | <i>Ashutosh accepted the chat transfer request.</i> |
| Ashutosh | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today. |
| ANDREW LEWIS KLEIN | Hi Adhutosh |
| | Ashutosh |
| Ashutosh | I will be surely assisting you with QB related issue. Kindly help me with your server name and user name? |
| ANDREW LEWIS KLEIN | AndrewKI.NENT1 |
| Ashutosh | Please also share your account name. |
| ANDREW LEWIS KLEIN | College Restaurants, Inc. |
| Ashutosh | Thanks for the confirmation ! |
| | |

| | |
|--------------------|---|
| | Please elaborate on the concern you are facing with the QB so we can provide accurate resolution. |
| ANDREW LEWIS KLEIN | <i>9:19:36 PM</i> ANDREW LEWIS KLEIN is sharing a file with you Screenshot 2025-03-07 074850.png - (Size:40.73 KB) |
| | I worked with Ace this morning. Can you log in to the server please? |
| Ashutosh | Kindly allow me two minutes to check the same. |
| ANDREW LEWIS KLEIN | ok |
| Ashutosh | May I take the remote access of your server? |
| ANDREW LEWIS KLEIN | yes |
| Ashutosh | Prior providing the access, I would suggest you to close any important documents at your end. |
| ANDREW LEWIS KLEIN | done |
| Ashutosh | Please allow me few minutes to make some changes from the backend. |
| ANDREW LEWIS KLEIN | ok |
| Ashutosh | We have made the required changes and the issue should be resolved now. Kindly check on your end. |
| ANDREW LEWIS KLEIN | All good! THANK YOU! |
| Ashutosh | Is there anything else I may help you with ? |
| ANDREW LEWIS KLEIN | No thanks. Have a good one! |
| Ashutosh | <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 feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Ashutosh has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74923 Suzanne Beauchemin
Email: suzanne@bobstireco.com 📞 17742638701
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: NEW BEDFORD
State: Massachusetts
Country: UNITED STATES

Chat Transcript

| | |
|--------------------|--|
| Suzanne Beauchemin | Hello, I am your Acebuddy |
| Acebuddy | Hello Suzanne Beauchemin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Suzanne Beauchemin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Suzanne Beauchemin | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Suzanne Beauchemin | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Suzanne Beauchemin | can't connect |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Gaurav Kumar declined the transfer request. |
| | Shivam Singh accepted the chat transfer request. |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| Suzanne Beauchemin | Hi - my remote desktop hasn't been able to find my computer for a couple hours |
| | was fine earlier |

| | |
|--|--|
| Shivam Singh | Okay |
| Suzanne Beauchemin | Could you please share your server's name or CID number. |
| | not sure what that is? |
| Shivam Singh | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Suzanne Beauchemin | my user name is Admin |
| | no idea what my server name is |
| | can you just connecy? |
| | *connect? |
| Shivam Singh | Okay |
| | Allow me 2 minutes to check |
| | I will be right back with you. |
| Suzanne Beauchemin | it just connected so assuming you did something on your end thank you |
| Shivam Singh | yes |
| | Hope everything is fine now. |
| | Is there anything else I may help you with ? |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| Shivam Singh has ended this chat session | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74702 Test Account
Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator: Vishal Dharan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 6 Secs
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript -----

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

test has ended this chat session



Chat Transcript

Hello urgent, my server is not opening at the office for the girl the moment to work on Quickbooks. Very important need to asap

Visitor Details

#73800 Mohammad Awwad
Email: bbmikeme@live.com 📞 17188644138
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_sou
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 48 Secs
City: BROOKLYN
State: New Jersey
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Mohammad Awwad | Hello urgent, my server is not opening at the office for the girls at the moment to work on Quickbooks. Very important ne |
| Rishabh Gogia | Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. |
| | <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Tushar Pharswan accepted the chat transfer request.</i> |
| Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Mohammad Awwad | Company Daily bread username tdbread2 |
| Tushar Pharswan | Kindly allow me two minutes to check the same. |
| Mohammad Awwad | Another user is Username: dailybread_tdbread |
| | all the users isn't working just stuck on loading now but doesn't want to open up the cloud |
| | thank u |
| Tushar Pharswan | Thank you for waiting. |
| | Kindly try to login again. |
| Mohammad Awwad | |

| | |
|-----------------|---|
| | Let me try |
| Tushar Pharswan | I was checking your server and noticed there is just 2 % which is 1.32 GBspace is left on C drive. |
| Mohammad Awwad | Nope it’s stuck |
| Tushar Pharswan | I will try to free up some space and reboot the server and after that let's see if the issue still persists or not. |
| Mohammad Awwad | Ok please do so, our time is very sensitive at the moment need to try to fix the asap thank you |
| Tushar Pharswan | Server is now rebooting. |
| | I tried to free up some space, but it did not make any significant change. |
| Mohammad Awwad | May that b the issue |
| Tushar Pharswan | I will be sharing you an email on which different disk plans are there you choose any one of them we recommend keeping server to work normally. |
| Mohammad Awwad | can you forward it to tdbreadny@gmail.com |
| | n lmk when I can try again after reboot |
| Tushar Pharswan | Kindly try to login again also I have sent an email you can choose any of the plans and we will add that accordingly. |
| Mohammad Awwad | It actually worked but very slow the girls at office saying |
| | Which email did u send it to tdbreadny@gmail.com |
| Tushar Pharswan | It's because of the storage I will monitor the RAM utilization as well once some user's login and see why it is working slow is low. |
| | I have sent the email at bbmikeme@live.com as it is the registered email address with us and we will need approval from |
| | Mahmoud A is the Name registered with us. |
| Mohammad Awwad | Mahmoudnyc1@gmail.com? |
| Tushar Pharswan | the email address is bbmikeme@live.com |
| Mohammad Awwad | Yes bbmikeme is my brother account currently unavailable but I am Mahmoud a |
| Tushar Pharswan | Okay, our company requires approval from authorised email address to proceed with the requests which effects billing. |
| | I hope you understand as this is the protocol that we have to follow. |
| Mohammad Awwad | No problem I will check it out with him later today |
| | Just curious which files do I need to clear out to see the unnecessary ones I don’t need |
| Tushar Pharswan | Okay, as soon as we get approval we will proceed with the space addition. |
| Mohammad Awwad | okay I’ll have him email u guys with approval later today |
| Tushar Pharswan | You can check your desktop, document download folder and delete files which are not wanted. |
| Mohammad Awwad | Okay thank you |
| Tushar Pharswan | Also, I will email you a detailed storage usage on email once this chat ends and will keep you in CC with the email addres: |
| Mohammad Awwad | thank u |
| Tushar Pharswan | |

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73517 vonda

Email: vkhaacctserv@gmail.com 📞 14043743557

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: 42 Secs

City: ATLANTA

State: Tennessee

Country: UNITED STATES

Chat Transcript

vonda

Hello, I am your Acebuddy

| | | |
|--|--------------|--|
| | Acebuddy | Hello Vkhacctserv, I'm your Ace Buddy. I'll be happy to assist you! |
| | | Whom Would You Like to Connect With? |
| | vonda | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | vonda | I'd like to raise a Request |
| | Acebuddy | Please select your request type. |
| | vonda | Office 365 Addition |
| | Acebuddy | Please specify if you already have an Office365 subscription |
| | vonda | I already have O365 license |
| | Acebuddy | As you want to install Office 365, Please be informed that only the following Subscriptions P compatible on Windows Server Operating Systems : |
| | | <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise |
| | | If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application. |
| | | If you do not have any of the above mentioned subscription plans, Consider upgrading your plan to the one mentioned above or you may purchase a compatible license from Ace. |
| | | Do you need any further assistance on the topic? |
| | vonda | Yes |
| | Acebuddy | Please wait while we connect you to our Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Manish Singh accepted the chat transfer request.</i> |
| | Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yo |
| | vonda | I currently have excel on my computer. I do not want to transfer this to the server. Sometim to access a client excel .forms how can I do this from the server? |
| | Manish Singh | Alright |
| | | May I take the remote access of your local computer? |
| | vonda | ok |
| | Manish Singh | https://assist.acecloudhosting.com/join/5512924899 |
| | | Prior providing the access, I would suggest you to close any important documents at your e |
| | vonda | are you able to access the computer? |
| | Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the r |

| | |
|--------------|---|
| | the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat. |
| | Please let us know if you would like to add Excel or provide us with your License details of Excel proof of purchase from the Microsoft. |
| | So that we can assist you accordingly. |
| | Is there anything else I may help you with ? |
| vonda | i dont want to add. Thank you for your time |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 we are 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 (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)</p> <p><i>Manish Singh has ended this chat session</i></p> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74836 Amanullah Sajwani
Email: sajwanicpa@hotmail.com ☎ 19018572194
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: MEMPHIS
State: Tennessee
Country: UNITED STATES

Chat Transcript

| | |
|-------------------|--|
| Amanullah Sajwani | Hello, I am your Acebuddy |
| Acebuddy | Hello Aman Sajwnai, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Amanullah Sajwani | tech support |
| Acebuddy | You have chosen an Invalid Option. Please try Again! |
| | Whom Would You Like to Connect With? |
| | As we haven't got any response from your end, We are closing this chat. If you still need as: Kindly re-initiate the chat. |

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73551 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Fenil Shah

| | | |
|--|---------------|--|
| | | Hello, I am your Acebuddy |
| | Acebuddy | Hello Tax, I'm your Ace Buddy. I'll be happy to assist you! |
| | | Whom Would You Like to Connect With? |
| | Fenil Shah | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Fenil Shah | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Fenil Shah | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support represe |
| | Fenil Shah | Server space |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y |
| | Fenil Shah | We have email to you for extand our server space. |
| | | When can we expect this |
| | Sharath Kumar | Hello there, could you please let me know if there is a ticket number that I can refer this |
| | Fenil Shah | yes |
| | | 653162 |
| | Sharath Kumar | thank you, one moment while I look into this |
| | Fenil Shah | sure |
| | Sharath Kumar | Thank you for your patience. |
| | | I checked the ticket and have informed the appropriate team member to work on this on a j |
| | | He will keep you posted once the server space has been added |
| | Fenil Shah | Okay, please do on priority basis. Thank you! |
| | Sharath Kumar | Certainly, I will try to get this added with in an hour and will inform you once done. |
| | | Is there anything else I may help you with ? |
| | Fenil Shah | Okay, Thank you! |
| | | NO. |
| | Sharath Kumar | My pleasure! |
| | | You may end this chat now. Once you end this chat, you will receive an email from us regari |

conversation, along with a ticket number and survey feedback form.

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74676 JOAN
Email: joan@enscpany.com ☎ 631-734-5330
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: STANFIELD
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|---------------|--|
| | | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | JOAN | I'd like to raise a Request |
| | Acebuddy | Please select your request type. |
| | JOAN | Setback |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | JOAN | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | JOAN | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | JOAN | Other QB related issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support represe |
| | JOAN | Missing QB file, ticket id: 665150 |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Anurag Sharma accepted the chat transfer request.</i> |
| | Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting |
| | | Hello Joan |
| | JOAN | HI how are you? |
| | Anurag Sharma | I am good Joan. What about you? |
| | JOAN | Me as well |
| | Anurag Sharma | Joan as I can check you were not able to access the company file due to incorrect credentia |
| | | Were you able to login into the file now? |
| | JOAN | I figured out the password, but the file that was restored is an old file and not current |
| | Anurag Sharma | Okay |
| | | Please allow me 2 minutes to check the same. |
| | JOAN | thank you |
| | Anurag Sharma | Thank you for your patience. |
| | | May I take the remote access of your server? |
| | JOAN | yes |

| | |
|---------------|---|
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your e |
| JOAN | ok |
| Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat. |
| JOAN | ok |
| Anurag Sharma | We will surely help you with the company file backup request. |
| | After this chat I will send you an email please revert back to that email with an approval fro primary contact. Once we will receive the approval we will initiate the process and will upda email once completed. |
| | Is there anything else I may help you with ? |
| JOAN | no thank you. |
| Anurag Sharma | Thanks for the confirmation ! |
| | Thank you so much Joan for such a wonderful chat session. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regari 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 kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks! Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgeget |
| | <i>Anurag Sharma has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73760 megan

Email: megan@martinenterprisesheatingandac.com 📞 8474381203

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: LAKE ZURICH

State: Illinois

Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| megan | Hello, I am your Acebuddy |
| Acebuddy | Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| megan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| megan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| megan | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| megan | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following st help you with resolving the issue |
| | Was that helpful? |
| megan | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you fu |
| | Acebuddy (bot) forwarded the chat request |
| megan | Hello, Brian Daly is not able to login this morning. |
| | Brian.Da |
| | Chat request was not picked up by the operators |
| | Please help. Brian Daly is unable to login this morning. |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74415 Harry Shurek
Email: harry@mygeorgiaaccountant.com ☎ 14049319318
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: FLOWERY BRANCH
State: Georgia
Country: UNITED STATES

Chat Transcript

| | |
|--------------|---|
| Harry Shurek | Hello, I am your Acebuddy |
| Acebuddy | Hello Harry, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Harry Shurek | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Harry Shurek | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Harry Shurek | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support represe |
| Harry Shurek | every night when i am working around midnight the server will automatically shut down - it minutes warning and then i have no choice but to close out of my my work - how do i stop i |

| | | |
|--|--------------|---|
| | | doing this? |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Varun Bisht accepted the chat transfer request.</i> |
| | Varun Bisht | Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you |
| | Harry Shurek | thanks |
| | Varun Bisht | if you're currently working on the server, we can reschedule the reboot |
| | Harry Shurek | i usually work at night, can we make this happen at like 5:30am EST instead? I would never at that time |
| | | do i need to do that or you can? |
| | | do you need my account info? |
| | Varun Bisht | Yes, kindly provide us your business name or server name so that we can make this change |
| | Harry Shurek | Shurek Accounting & Tax |
| | | Shurek_SAT i think is server |
| | Varun Bisht | Thank you for the information. Please allow me two minutes to perform this change |
| | Harry Shurek | thank you so much |
| | Varun Bisht | You're welcome |
| | | Upon checking, I found that there are two servers are aligned on your account |
| | Harry Shurek | interesting |
| | Varun Bisht | Could you please confirm for which server you would like to change the reboot time |
| | Harry Shurek | how do i know? |
| | | i am logged in now, can you tell which one i am logged into currently? |
| | | ShurekAT.myrealdata.net |
| | | does that help? |
| | | thats whats on my login window |
| | Varun Bisht | Could you also confirm your server login username |
| | Harry Shurek | HarryS |
| | | I think |
| | Varun Bisht | Thank you, please allow me two minutes more |
| | | Thank you for your patience. |
| | Harry Shurek | OF OCURSE. THIS HAS BEEN SO FRUSTRATING WHEN IT SHUTS DOWN, SO GLAD IT WONT H ANYMORE |
| | | sorry for the caps |

| | | |
|--|--------------|--|
| | | didnt see until after i hit enter |
| | Varun Bisht | No problem |
| | | We have raised the task for the team who will change the reboot time, and it will be comple 2-3 hours. once done we will inform you over the email . |
| | Harry Shurek | great. Will it stay n for teh rest of tonight at least? I probably have anotehr 2 hours of work |
| | | will it stay on.. |
| | Varun Bisht | Yes, you can most probably it will be changed, and you can work on the server without gett rebooted |
| | Harry Shurek | great, thanks again |
| | | have a great night |
| | Varun Bisht | You're welcome, additionally we would like to inform you that the server is currently experie space issue as well |
| | | in C Drive |
| | Harry Shurek | about that...can we move space from F to there? |
| | | We dont need F anymore |
| | | and there is 10gb being used there that we are paying for |
| | | is C different than Z? |
| | Varun Bisht | Yes, it is |
| | Harry Shurek | how much space is on c and how much is used? |
| | | i dont see c on my list when i look - i only see d, f and z |
| | Varun Bisht | Let me check that quickly |
| | | Usually, we keep C Drive hidden as it contains all the data related to user profiles and appli |
| | | however, you can access it by manually |
| | Harry Shurek | how? |
| | Varun Bisht | is it possible that I can give you a Quick Call to discuss this if you are available |
| | | <i>10:29:35 AMVarun Bisht is sharing a file with you</i> <i>image.jpg</i> - (<i>Size:2.9 KB</i>) |
| | | this is the current status of C Drive |
| | Harry Shurek | so it has 27gb available |
| | | how do we speed all of thsi up, consolidtae soem of thsi space and add more if needed? |
| | Varun Bisht | yes, it has 27 GB available out of 319.45 GB |
| | | <i>10:32:01 AMVarun Bisht is sharing a file with you</i> <i>image (6).png</i> - (<i>Size:1.04 KB</i>) |
| | | |

| | | |
|--|--------------|---|
| | Harry Shurek | but that is separate from the 20.9 gb free on z |
| | | and the 9.67gb free on f |
| | | correct? |
| | Varun Bisht | You may enter - C: on quick access and you will be able to access C Drive |
| | | Yes it is |
| | Harry Shurek | so we have roughly 478 gb of storage across all drives? |
| | Varun Bisht | For that we need to check the details |
| | Harry Shurek | i got into c, i see it |
| | Varun Bisht | however, space which you are having C Drive is having all the data related to User profiles , application data |
| | | Great! |
| | Harry Shurek | what i fsome of these users are no longer active? |
| | | if we delete their info will that free up space? |
| | Varun Bisht | Yes, you may let us know the user details and we can remove this |
| | | It will free up some space |
| | Harry Shurek | i tell you which folders in the users folder? |
| | Varun Bisht | Yes, I believe this can we better assisted over a call so if you are available, I can give you a to discuss this |
| | Harry Shurek | let me call back tomorrow to go over it |
| | Varun Bisht | Got it |
| | Harry Shurek | i need to finish teh work i had gotten stopped doing with teh reboot |
| | | i appreciate your help though - the space issue makes mroe sense to me now |
| | Varun Bisht | Is there anything else I may help you with ? |
| | Harry Shurek | another questoion..will clearing up that space help teh server run faster or do we need to a ram and/or hard drice space also? |
| | | hard drive space... |
| | Varun Bisht | After cleaning up the space we can review the server performance |
| | | Server is having enough RAM as of now |
| | Harry Shurek | what happens to the files in those users' folders? i clicjed on one and he has not worked hei long time but there are documents that were stored on his desktop |
| | Varun Bisht | We can certainly share the data with you before removing it. You have the option to either r local backup or we can save it temporarily on the server. However, please note that if we st the server, it will consume space. (Edited) |
| | Harry Shurek | i do have another question also - are there backups being done of my data on a nightly bas we able to restore a file if one is delted by accident? |

| | | |
|--|--------------|---|
| | | also, am i able to get a copy of the backup for my own records off site? |
| | Varun Bisht | Yes, we run regular backups of the server, and we typically retain the latest backup for the 14 days. Currently, this results in approximately 2 backups being stored at any given time. |
| | Harry Shurek | am i able to get a copy of a backup? |
| | Varun Bisht | I Need to check that with team |
| | | Most likely, we can share the data with you |
| | Harry Shurek | I would think so, its my data |
| | Varun Bisht | which is currently available on the server |
| | Harry Shurek | please let me know how i get that |
| | | i am not trying to change my service or anything, but idf soething happens to ACE cloud, i r have records of my data also |
| | Varun Bisht | I understand your point. We can share the backup with you. Please let us know the specific folders you would like us to share, and we will assist you with this. |
| | Harry Shurek | ok, for sure everything on Z |
| | | teh users folder on c also |
| | Varun Bisht | Alright, we can definitely work on it. However, before sharing the backup, we suggest conncting with you on a call at your convenience. This way, we can review everything you'd like us to share with y |
| | Harry Shurek | ok, i can call tomorrow or friday to go over it. but please have them create it for me. |
| | Varun Bisht | Sure |
| | Harry Shurek | great. tahnsk again. have a great night! |
| | Varun Bisht | Is there anything else I may help you with? |
| | Harry Shurek | no, thats it |
| | Varun Bisht | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. |
| | | I request you to kindly spare a moment to fill that out for me so that my managers can know your feedback is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase) |
| | | <i>Varun Bisht has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74628 xianna zhong
Email: visionpointtax@gmail.com ☎ 19173029317
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| xianna zhong | Hello, I am your Acebuddy |
| Acebuddy | Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| xianna zhong | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| xianna zhong | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| xianna zhong | Application Version Upgrade |
| Acebuddy | Please select the application you would like to upgrade : |
| xianna zhong | Other Application |
| Acebuddy | To begin the installation process, please download the setup file from your application portals and install it to your server desktop. |
| | Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com. |

| | |
|--------------|---|
| | Generally, application upgrades are completed during the night hours to avoid any downtin do specify if you need the request processed at a specific time. |
| | Do you need any further assistance on the topic? |
| xianna zhong | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |
| | <i>Acebuddy has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73763 Richard Fried
Email: rfcfo@gmail.com 📞 6784295747
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: GAINESVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74355 ksapp
Email: ksapp@rosefeltlaw.com ☎ 727-241-4488
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 38 Secs
City: ST PETERSBURG
State: Florida
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------|--|
| | | Welcome to Ace Support. |
| | | Please chose an option : |
| | ksapp | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | ksapp | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support represe |
| | ksapp | Installation of application on server. Ticket ID 661337 |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | | <i>Sharath Kumar is transferring the chat to Manish Singh.</i> |
| | | <i>Manish Singh accepted the chat transfer request.</i> |
| | Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc |
| | | Kindly allow me two minutes to check the same. |
| | ksapp | Good morning |
| | Manish Singh | Good Morning, Kelley |
| | | As I can see application is already installed on server. |
| | | And Shivam has added the shortcut to the user end. |
| | ksapp | I opened a ticket yesterday regarding Drake 2024 tax. This morning when Dee logged into I |
| | | appears it is not the correct applicatio |
| | | The properties need to show the following... I will attach |
| | Manish Singh | Kindly allow me two minutes to check the same. |
| | | <i>6:44:22 PMksapp is sharing a file with you</i> <i>thumbnail_image.png</i> - (<i>Size:87.54 KB</i>) |
| | | May I take the remote access of user Dee Server? (Edited) |
| | ksapp | Let me check with her |
| | | 1 min please |
| | Manish Singh | Sure |
| | ksapp | OK - you can take access, she is ready |
| | Manish Singh | Prior providing the access, I would suggest you to close any important documents at your e |
| | ksapp | everything is good |
| | Manish Singh | Seems to be working she can access Drake Tax 2024 |
| | ksapp | |

| | | |
|--|--------------|---|
| | | that is not the case |
| | | she can access it but everytime she logs in it makes he create a password |
| | | like it is the first time she is using it |
| | Manish Singh | Alright, let me check |
| | | Okay, Is this the first time She is facing this issue and is the issue faced by other users too? |
| | ksapp | No issues with other users |
| | | this is the path on my computer C:\DRAKE24\FT\DSTART2024.EXE |
| | Manish Singh | Alright |
| | ksapp | all other Drake icons are on this path for her computer except 2024 |
| | Manish Singh | Checking we are connected over the server. |
| | ksapp | ok - thank you |
| | Manish Singh | Kelley, please tell her to login once. |
| | ksapp | she is logged in now |
| | Manish Singh | Application is working and your data is accessible and only one user is having issue we sug contact Drake support for assistance as we have provided the folder access which is giving checked with the services. |
| | ksapp | Ok - thank you |
| | | I will contact Drake support |
| | Manish Singh | Please do if the issue still persist, we will try to give you assistance. (Edited) |
| | | Is there anything else I may help you with ? |
| | ksapp | Perfect - thank you |
| | Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us regari 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 kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget |
| | | <i>Manish Singh has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74196 msullivan
Email: msullivan@redcoachusa.com 📞 7132820309
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: 54 Secs
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------|---|
| | Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yo |
| | msullivan | i cant login |
| | Manish Singh | I will surely help you with this issue. |
| | | Kindly allow me two minutes to check the same. |
| | | Is this issue occurring only for you, or are other users on the server also experiencing it? |
| | msullivan | i dont know but i have work to do i need to login |
| | Manish Singh | Alright, let me check |
| | msullivan | ok |
| | Manish Singh | May I take the remote access of your local computer? |
| | msullivan | yes |
| | Manish Singh | https://assist.acecloudhosting.com/join/7192383589 |
| | | Prior providing the access, I would suggest you to close any important documents at your e |
| | msullivan | ok |
| | Manish Singh | Kindly join this session |
| | msullivan | yes |
| | Manish Singh | Are you able to connect? |
| | | Are we still connected here? |
| | | We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat. |
| | | Is there anything else I may help you with ? |
| | msullivan | thank you for your help |
| | Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by cli smileys at the end of this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us regari 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 kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgeget |
| | | <i>Manish Singh has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74942 Rochelle Harding
Email: shared.office@hardingrentals.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: PARADISE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| Rochelle Harding | Hello, I am your Acebuddy |
| Acebuddy | Hello Rochelle Harding, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Rochelle Harding | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Rochelle Harding | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Rochelle Harding | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate option b |
| Rochelle Harding has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73512 Shannon Hoffman
Email: sh@hrosscpa.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 51 Secs
City: CULPEPER
State: Virginia
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Shannon Hoffman | Hello, I am your Acebuddy |
| Acebuddy | Hello Shannon Hoffman, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Shannon Hoffman | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Shannon Hoffman | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Shannon Hoffman | Password Reset |
| Acebuddy | Please select an option below |
| Shannon Hoffman | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password |

| | | |
|--|-----------------|--|
| | | Do you need any further assistance on the topic? |
| | Shannon Hoffman | Yes |
| | Acebuddy | Please wait while we connect you to our Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y |
| | Shannon Hoffman | I just did a reset of my password with our IT provider and my new password is not working. |
| | Sharath Kumar | No worries, let me help you with that. Could you let me know the username that you are sig with. |
| | Shannon Hoffman | ShannonHoffman@myrealdata.net |
| | Sharath Kumar | alright, and when was the last time that you were able to access the server |
| | Shannon Hoffman | yesterday which was our 1st day using Ace Cloud |
| | Sharath Kumar | I checked your account and the account is active and enabled, therefore, with the right crec should be able to sign in |
| | | May I take a remote session of your local computer to check the settings of the RDP file |
| | Shannon Hoffman | yes |
| | Sharath Kumar | let me send you a link for this purpose |
| | | Prior providing the access, I would suggest you to close any important documents at your e |
| | Shannon Hoffman | ok |
| | Sharath Kumar | https://assist.acecloudhosting.com/join/1232245784 |
| | | could you show me where the RDP file is that you use to connect to the server |
| | | Shannon, since you are now able to connect with the server, is there anything else that I m you with?. |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | | As there was no response, we are disconnecting the chat now. You may re-initiate the chat c (1-888-415-5240) if any further assistance is required. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | <i>Sharath Kumar has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74753 Wendy Weissman
Email: wendy@weissman.com ☎ 14064548988
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: GREAT FALLS
State: Montana
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Wendy Weissman | Hello, I am your Acebuddy |
| Acebuddy | Hello Wendy Weissman, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Wendy Weissman | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Wendy Weissman | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Wendy Weissman | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support represe |
| Wendy Weissman | I had to reset reset my server last week and now I can't get into. microsoft office and I need to log in for me. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Sharath Kumar accepted the chat transfer request. |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y |

| | | |
|--|----------------|---|
| | Wendy Weissman | I had to reset my server last week and now I don't have access to microsoft office. I need sc login for me - I pay for Ace microsoft licenses so I don't have the password |
| | Sharath Kumar | Hello Wendy, just to confirm - you can access the server but not the Microsoft products, is t |
| | Wendy Weissman | yes. |
| | | I can get into all of my programs except microsoft office - when I click on the icon it asks for name and password |
| | | I can use excel in demo mode but it won't let me save or edit. |
| | | It says I am using an "unlicensed product." |
| | Sharath Kumar | Understood, we can reset the password for you, however, a request for the same needs to I support@acecloudhosting.com |
| | Wendy Weissman | I am using Ace's licenses - so what is the login that I would need if you reset the password? |
| | Sharath Kumar | let me check that quickly! |
| | | Thank you for your patience. Unfortunately, I do not have access to check your credentials |
| | Wendy Weissman | Can someone else help me? |
| | Sharath Kumar | If you could send an email for the password reset for your O365 account, I can have the app team look into it and reach out to with the credentials |
| | Wendy Weissman | OK but a password reset won't help if I don't have the login. |
| | Sharath Kumar | I can understand that, bear with me for a few more minutes, I will check what the username O365 account is |
| | Wendy Weissman | thank you. |
| | Sharath Kumar | Thanks again for the patience, Wendy |
| | | still working on to gather the information since only a handful of people have access to O36 |
| | Wendy Weissman | Thank you. |
| | Sharath Kumar | Please be informed that we are not able to view or make any changes to your O365 account GDAP relationship is expired. We request that you to please use the below link and approve pending relationship. Please log in as 'admin@WendyJCPAPC.onmicrosoft.com' and click on link to accept the invite. In case you do not remember the password of 'admin@WendyJCPAPC.onmicrosoft.com', you it by visiting https://passwordreset.microsoftonline.com/ |
| | | Unfortunately, this is the message we are receiving as some privileges have expired |
| | | You can sign into this Office portal after changing the password to the admin account and n your user accounts from there |
| | | this is the website; you'd need to sign into - admin.microsoft.com |
| | Wendy Weissman | I can't seem to get it to work but I will ask my network administrator to help. Thank you! |
| | Sharath Kumar | Sure! let them know that GDAP is expired due to which we are unable to manage your O36! |
| | | Is there anything else I may help you with ? |

| | |
|----------------|---|
| Wendy Weissman | Can I get a transcript of this chat so I can send it to my network guy? |
| | So he has the links to reset? |
| Sharath Kumar | definitely, you will receive the transcript via email as soon you close this chat |
| Wendy Weissman | Perfect. Thank you!! have a great day. |
| | <i>Wendy Weissman has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74304 Bookkeeping
Email: bookkeeping@atysolutions.com 📞 (605) 951-7987
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: SIOUX FALLS
State: South Dakota
Country: UNITED STATES

Chat Transcript

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74659 kimberly
Email: kimberly@stokescm.com 📞 3524456069
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: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat

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

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

Ended due to chat idle timeout