

## Visitor Details

### #78106 help

**Email:** help@triadcybersolutions.com  3362999989

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

|                 |   |
|-----------------|---|
| help            | Hello, I am your Acebuddy   |
| Acebuddy        | Hello Help, I'm your Ace Buddy. I'll be happy to assist you!  |
|                 | Whom Would You Like to Connect With?  |
| help            | Managed IT  |
| Acebuddy        | Please wait while we connect you to an available Representative.  |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                 | <i>Janardan Mishra accepted the chat transfer request.</i>  |
| Janardan Mishra | Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?                                    |
| help            | I exported an excel file from QB and its not letting me edit it saying noncommercial product as I have a licences product v |
| Janardan Mishra | I will surely help you. May I know your business name please.   |
|                 | Are you with me?  |
|                 | Is everything fine there?   |
| help            | TriadCyber Solutions  |
| Janardan Mishra | I am unable to locate the account. Do you have CID or registered email address or phone number available?                   |
| help            | wait  |

|                 |   |
|-----------------|---|
|                 | TCSSecuredSVR.myrealdata.net  |
|                 | useneame is Anne.g  |
| Janardan Mishra | Okay. It seems you selected managed IT and got connected to different department. Let me transfer you to correct depa |
|                 | May I transfer chat directly to them?   |
|                 | <i>Janardan Mishra is transferring the chat to Support(QB &amp; 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.                |
|                 | I will be surely assisting you with this. Please allow me a minute to check the same.                                 |
| help            | you guys resolved the same issue for me some time bback check your logs   |
| Shubham Kataria | Sure, I will check. Kindly confirm your username as well.   |
|                 | I got it. Please allow me a minute  |
|                 | May I take the remote access of your server?  |
| help            | sure  |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.                         |
| help            | what I recomment is to check the last case so you can straight fwd resolve the issue                                  |
|                 | You can take  |
| Shubham Kataria | Yes, I have checked but before proceeding with the troubleshooting. We need to connect over remote session.           |
| help            | wait  |
|                 | dont take control now   |
| Shubham Kataria | You have accepted the remote request.   |
|                 | Would you like me to close the session.   |
| help            | she is showing the issue  |
| Shubham Kataria | Okay  |
| help            | listen  |
|                 | hello   |
|                 | ???   |
|                 | listen bro  |
|                 | sir   |
|                 | are you here  |
| Shubham Kataria | Yes, I am on the remote chat with the user.   |
| help            | listen to me first  |
| Shubham Kataria | Yes please  |

|                 |      |  |
|-----------------|------|--|
|                 | help | what the other guy did is he made a new session and backed up the image there and it worked last time story  |
| Shubham Kataria |      | Yes, we are on it  |
|                 |      | Please allow two or three minutes.   |
|                 | help | ok   |
|                 |      | please fast as user is frustrated  |
| Shubham Kataria |      | User is entering the password in Office 365  |
|                 | help | .  |
|                 |      | this will not resolve the issue  |
|                 |      | they tried a lot   |
|                 |      | last time  |
|                 |      | so please go on the option I told  |
| Shubham Kataria |      | We are doing the same which was done earlier   |
|                 | help | as the other user using same QB is all good  |
| Shubham Kataria |      | Got it   |
|                 | help | ok move fwd  |
| Shubham Kataria |      | Thank you  |
|                 |      | Earlier, users were unable to export the files. However, this user is now able to export the file, but when opening the Excel file, it shows an error message. |
|                 | help | no man   |
| Shubham Kataria |      | We need to perform different troubleshooting for this as profile reset won't help in this, please allow us few minutes. we are trying to identify the issue.   |
|                 | help | last time the issue was same unlicensed product activation.  |
| Shubham Kataria |      | Okay, let's try to reset the profile   |
|                 | help | I remember very well   |
|                 |      | ok   |
| Shubham Kataria |      | And user also entering the wrong password in office 365  |
|                 | help | that issue is resolved   |
|                 |      | go on  |
| Shubham Kataria |      | Is she able to edit the file now?  |
|                 | help | checkin\   |
|                 |      | aren't you in the session?   |
|                 |      | same issue   |
| Shubham Kataria |      | Please ask her to enter the correct credentials  |

|                 |   |
|-----------------|---|
|                 | As she is not entering the correct password for office 365  |
| help            | entere bro<br><br>i entered my self<br><br>and that was signed in into the browser<br><br>why are you not resetting profile<br><br>make sure no data loss |
| Shubham Kataria | Okay, if you want let me reset it   |
| help            | make sure<br><br>not even a single thing  |
| Shubham Kataria | Alright   |
| help            | how much time?  |
| Shubham Kataria | Its done now  |
|                 | Kindly ask the user to check  |
| help            | ok wait   |
| Shubham Kataria | Sure, take your time.   |
| help            | where is all daqta?   |
| Shubham Kataria | Once user is logged in, let me move it manually.<br><br>I will; take two minutes more. Let me save it from backend.                                       |
| help            | logged in please move then I will ask user she will frighten up seeing that there is no data<br><br>let me know when its done                             |
| Shubham Kataria | It is done now.<br><br>Kindly ask the user to check.  |
| help            | let me ask the user<br><br>wait   |
| Shubham Kataria | Sure<br><br>Is it working fine now?   |
| help            | yup<br><br>so I know you servers more than you guys lol   |
| Shubham Kataria | Yes, it seems you have the knowledge about this.<br><br>Is there anything else I may help you with ?  |
| help            | anyways thanks bye  |

*help has ended this chat session*

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## Visitor Details

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**#78500 team**

**Email:** team@infiniteaccountants.com  2125440001

**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 1 Sec

**City:** ZAPOTE

**State:** Laguna

**Country:** PHILIPPINES

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## Chat Transcript

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

|                 |   |
|-----------------|---|
| Acebuddy        | Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!  |
|                 | Whom Would You Like to Connect With?  |
| team            | Technical Support (QB & App Hosting)  |
| Acebuddy        | Welcome to Ace Support.   |
|                 | Please chose an option :  |
| team            | I'd like to report an Issue   |
| Acebuddy        | Please select an option!  |
| team            | Other Issue   |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!  |
| team            | can we still see the password from the link you provided even it it expired ?   |
| Acebuddy        | Please wait while we connect you to a Support Representative  |
|                 | <i>Acebuddy (bot) forwarded the chat request</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.  |
| team            | Hello , I am waiting for the link   |
|                 | can you please send the link on allen@infiniteaccountants.com   |
| Ashutosh Mishra | Yes i have sent an email for approval, please reply to that and i will reset the password.  |
| team            | Yes I replied   |
| Ashutosh Mishra | Kindly allow me two minutes to check the same.  |
| team            | Okay will wait  |
| Ashutosh Mishra | I have sent the password.   |
| team            | thankyou so much  |
| Ashutosh Mishra | Great.  |
|                 | Is there anything else I may help you with ?  |
| team            | none so far   |
|                 | thanks  |
| Ashutosh Mishra | Thanks for the confirmation !   |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  |
|                 | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w                                   |
|                 | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi                                   |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.ace">https://selfcare.ace</a> |

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

*Ashutosh Mishra has ended this chat session*

## Visitor Details

### #78695 eduardocantore

**Email:** eduardocantore@hotmail.com  17877917090

**Department:** Support(QB & App Hosting)

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** ROSARIO

**State:** Santa Fe

**Country:** ARGENTINA

## Chat Transcript

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

|                |   |
|----------------|---|
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  |
| eduardocantore | office 365 login issue Ticket 719881  |
| Acebuddy       | Please wait while we connect you to a Support Representative  |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                | <i>Anjainay Singh accepted the chat transfer request.</i>   |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.   |
| eduardocantore | Hi Anjainay   |
| Anjainay Singh | Hello Eduard, how are you?  |
| eduardocantore | Fine and you?   |
| Anjainay Singh | Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible. |
|                | I am great.   |
|                | As I have gone through ticket and found that login credentials Audit-MNA has not been delivered yet.  |
| eduardocantore | Exact   |
| Anjainay Singh | Yes as per latest update our senior team is working on it , and I am taking responsibility that it get delivers urgently.                       |
| eduardocantore | ok thank you  |
| Anjainay Singh | I will send it to you within one hour.  |
| eduardocantore | Perfect   |
| Anjainay Singh | Is there anything else I may help you with ?  |
| eduardocantore | Thanks again  |
|                | No  |
| Anjainay Singh | Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.                            |
| eduardocantore | ok  |
| Anjainay Singh | You may disconnect this chat, I will send you credentials shortly.  |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

*Anjainay Singh has ended this chat session*

## Visitor Details

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**#78655 joe.quinn**

**Email:** joe.quinn@internationalfilterproducts.com  818 802-0943

**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:** SUN VALLEY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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|              |   |
|--------------|---|
| joe.quinn    | Hello, I am your Acebuddy   |
| Acebuddy     | Hello Joe Quinn, I'm your Ace Buddy. I'll be happy to assist you!   |
|              | Whom Would You Like to Connect With?  |
| joe.quinn    | Technical Support (QB & App Hosting)  |
| Acebuddy     | Welcome to Ace Support.   |
|              | Please chose an option :  |
| joe.quinn    | I'd like to report an Issue   |
| Acebuddy     | Please select an option!  |
| joe.quinn    | Other Issue   |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative!          |
| joe.quinn    | You downloaded Avarara Tax on our server last night and we cannot find it to integrate it with our QB account |
| Acebuddy     | Please wait while we connect you to a Support Representative  |
|              | <i>Acebuddy (bot) forwarded the chat request</i>  |
|              | <i>Manish Singh accepted the chat transfer request.</i>   |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.           |
|              | I will surely help you with this issue.   |
|              | Kindly allow me two minutes to check the same.  |
| joe.quinn    | Avalara is installed but we can't find it   |

It is under Programs and Features under Control Panel for uninstalling or changing...

*9:05:11 PMjoe.quinn is sharing a file with you*

[1\\_image.png](#) - ( Size:30.08 KB )

Manish Singh

May I know your username?

Are we still connected here?

joe.quinn

yes,,,just a moment I had to step away

*9:08:55 PMjoe.quinn is sharing a file with you*

[image.png](#) - ( Size:30.08 KB )

*joseph.q@myrealdata.net (1).rdp*

Manish Singh

Kindly check your desktop and let me know which icon you would like to access.

Are we still connected here?

joe.quinn

yes

i now see a bunch of Avalara icons on the desktop not sure which one I should go to...There is a subscribe and unsubscrib

Manish Singh

Yes, I have put that to your desktop to check which one you want.

joe.quinn

I click on the subscribe shortcut and nothing happens

I went into the Program Files and clicked on the Subscribe application and nothing happens

Manish Singh

Checking, please wait

May I take the remote access of your server?

joe.quinn

yes, how do we do that

Manish Singh

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

joe.quinn

add to the TEST file only

Manish Singh

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

Is there anything else I may help you with ?

joe.quinn

Let me just check this

Manish Singh

Yes, please take your time.

joe.quinn

Yes looks good...thank you

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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

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

*Manish Singh has ended this chat session*

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## Visitor Details

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### #78815 Gary Pineda

**Email:** billing@enagic.com ☎ 13105427700

**Department:** Support(QB & App Hosting)

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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|             |  |
|-------------|--|
| Gary Pineda | Hello, I am your Acebuddy  |
| Acebuddy    | Hello Gary Pineda, I'm your Ace Buddy. I'll be happy to assist you!                                  |
|             | Whom Would You Like to Connect With?   |
| Gary Pineda | Technical Support (QB & App Hosting)   |
| Acebuddy    | Welcome to Ace Support.  |
|             | Please chose an option :   |
| Gary Pineda | I'd like to report an Issue  |
| Acebuddy    | Please select an option!   |
| Gary Pineda | Other Issue  |
| Acebuddy    | Please specify the issue you are facing before I connect you to an available support representative! |
| Gary Pineda | We are currently getting a dialogue box stating that the C drive on the server is low on space.      |

|  |   |
|--|---|
| Acebuddy   | Please wait while we connect you to a Support Representative  |
| <i>Acebuddy (bot) forwarded the chat request</i>   |   |
| <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>                                  |   |
| Abhay Kumar Saraswat   | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.   |
| Gary Pineda  | nice to meet you  |
| Abhay Kumar Saraswat   | Nice to meet you too.   |
| How are you doing today Gary?  |   |
| Gary Pineda  | I am doing okay. Just trying to get an understanding of what is going on. Since we increased the space on our Data drive to 409.45 GB, I am getting an error message that says there is only 43.37 GB left. |
| Abhay Kumar Saraswat   | I deeply apologize for the inconvenience caused to you.   |
| Is this for account, <b>Enagic USA Inc.</b> ?  |   |
| Gary Pineda  | yes   |
| Abhay Kumar Saraswat   | Thank you for the information and allow 2 minutes to check the same.  |
| Thank you for your patience.   |   |
| Yes, I can see that out of <b>409.45 GB</b> only <b>43.37 GB</b> space left in <b>C: drive</b> . |   |
| Let me check, If I can remove the unwanted files from the C: drive for you.                      |   |
| <i>10:08:52 PM Gary Pineda is sharing a file with you</i>  |   |
| <i><a href="#">image.png</a> - ( Size:38.78 KB )</i>   |   |
| <i>It seems it might be less than that. But we are getting this error</i>                        |   |
| Gary Pineda  | Thank You   |
| Abhay Kumar Saraswat   | Yes, you are right.   |
| 11% space is remaining.  |   |
| Please see the attached screenshot.  |   |
| <i>10:10:07 PM Abhay Kumar Saraswat is sharing a file with you</i>                               |   |
| <i><a href="#">image.png</a> - ( Size:5.69 KB )</i>  |   |
| Working on it.   |   |
| Gary Pineda  | Thank you for the clarification   |
| Abhay Kumar Saraswat   | You are welcome.  |
| Kindly allow me two minutes to clear the unwanted space from C: drive.                           |   |
| In process to scan the unwanted files, please stay online.                                       |   |
| <i>10:13:31 PM Abhay Kumar Saraswat is sharing a file with you</i>                               |   |
| <i><a href="#">image.png</a> - ( Size:15.28 KB )</i>   |   |

|                      |   |
|----------------------|---|
| Gary Pineda          | will do   |
| Abhay Kumar Saraswat | I'm sorry for the wait. I'll do my best to assist you quickly.  |
|                      | The total space of the C: drive is actually 409.45 GB, which is why it's taking that much time.   |
|                      | Still scanning, please stay online.   |
| Gary Pineda          | No problem  |
| Abhay Kumar Saraswat | Thank you for your understanding. I'm working on your request now.  |
|                      | Working on it.  |
|                      | Please stay online for 2 more minutes.  |
| Gary Pineda          | ok  |
| Abhay Kumar Saraswat | Thank you for your patience.  |
|                      | I tried to remove unwanted files and able to remove almost 9GB unwanted data from C: drive.   |
|                      | <i>10:25:46 PM Abhay Kumar Saraswat is sharing a file with you<br/><a href="#">image.png</a> - ( Size:5.52 KB )</i>   |
|                      | Now, the total available space is <b>52.49GB</b> .  |
| Gary Pineda          | Thank You so much   |
| Abhay Kumar Saraswat | My pleasure to assist you.  |
|                      | Is there anything else I may help you with ?  |
| Gary Pineda          | Nothing else thanks   |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  |
|                      | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w   |
|                      | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr   |
|                      | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) |
|                      | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                     |
|                      | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|                      | <i>Abhay Kumar Saraswat has ended this chat session</i>   |

## Visitor Details

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### #78803 Rose Stanton

**Email:** rose@pacificutilities.com  17602242112

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** LA MESA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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|                 |  |
|-----------------|--|
| Rose Stanton    | Hello, I am your Acebuddy  |
| Acebuddy        | Hello Rose Stanton, I'm your Ace Buddy. I'll be happy to assist you!                                     |
|                 | Whom Would You Like to Connect With?   |
| Rose Stanton    | Technical Support (QB & App Hosting)   |
| Acebuddy        | Welcome to Ace Support.  |
|                 | Please chose an option :   |
| Rose Stanton    | I'd like to report an Issue  |
| Acebuddy        | Please select an option!   |
| Rose Stanton    | Other Issue  |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!     |
| Rose Stanton    | Our office manager, Patricia Usedom is unable to login to Quick books and it is asking her for a pin.... |
| Acebuddy        | Please wait while we connect you to a Support Representative   |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   |

|                 |  |
|-----------------|--|
|                 | Hello Rose   |
| Rose Stanton    | Hello Shubham  |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name?  |
| Rose Stanton    | I don't know my server name. The person having trouble getting in is Patricia Usedom<br><br>She was told that i have to contact Ace to get her back in. She somehow got locked out   |
| Shubham Kataria | Alright, could you please confirm your business name which is registered with ACE.   |
| Rose Stanton    | They system is asking her for a pin.<br><br>Yes business name is Pacific Utilities   |
| Shubham Kataria | Thank you for the information.<br><br>Kindly confirm if the user is unable to access the server or just the QB application.  |
| Rose Stanton    | Yes she can't get into the server  |
| Shubham Kataria | Alright, I will surely assist her.<br><br>May I take the remote access of her local computer?  |
| Rose Stanton    | yes just 3 minutes and she will get into her computer<br><br>do you send her a link  |
| Shubham Kataria | Yes, I will send you a link here. You may share the link with her.   |
| Rose Stanton    | okay we are ready  |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at her end.<br><br><a href="https://assist.acecloudhosting.com/join/9192754209">https://assist.acecloudhosting.com/join/9192754209</a><br><br>Kindly paste this link in the browser of local computer and join the session. |
| Rose Stanton    | okay will do   |
| Shubham Kataria | Thank you, Please let me know once the user able to connect over remote  |
| Rose Stanton    | she was able to connect  |
| Shubham Kataria | Thank you<br><br>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting<br><br>Thank you for your patience.   |
|                 | Kindly ask the user to enter the password.   |
| Rose Stanton    | it is the default password. can you guys enter or i need to look up original email with it   |
| Shubham Kataria | You require to check the email for the password.   |
| Rose Stanton    | i have a link to it. I will check that<br><br>the link says password expired. can you reset it   |
| Shubham Kataria | Sure, let me check if user is enrolled in selfcare or not.   |

|                 |  |
|-----------------|--|
| Rose Stanton    | what is selfcare? If so, i enrolled all of us in it  |
| Shubham Kataria | Unfortunately, user is not enrolled in the selfcare portal to reset the password.  |
| Rose Stanton    | what is selfcare portal?   |
|                 | <i>9:05:22 PMShubham Kataria is sharing a file with you<br/><a href="#">image.png</a> - ( Size:58.29 KB )</i>            |
|                 | <i>User patricia is not enrolled</i>   |
| Shubham Kataria | Selfcare is a portal where the users can reset their own password  |
| Rose Stanton    | can you enroll all of us in that portal? Who can reset her password?   |
| Shubham Kataria | No problem, I will reset the password for her. Could you please provide your approval by sending an email to support@ace |
| Rose Stanton    | sent   |
| Shubham Kataria | Thank you, let me check  |
|                 | I've received the approval, you will get the password in next 2 minutes.   |
| Rose Stanton    | okay thanks  |
| Shubham Kataria | You're welcome   |
|                 | I have sent the password on your email along with selfcare login instruction.  |
|                 | Rose, user is able to login with the password  |
|                 | 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*

## Visitor Details

**#78587 Manny Naya**

**Email:** manny.naya@mncpafirm.com **☎** 4074341320

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** WINTER PARK

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

|   |   |
|---|---|
| Manny Naya  | Hello, I am your Acebuddy   |
| Acebuddy  | Hello Manny Naya, I'm your Ace Buddy. I'll be happy to assist you!  |
| Whom Would You Like to Connect With?                |   |
| Manny Naya  | Technical Support (QB & App Hosting)  |
| Acebuddy  | Welcome to Ace Support.   |
|   | Please chose an option :  |
| Manny Naya  | I'd like to report an Issue   |
| Acebuddy  | Please select an option!  |
| Manny Naya  | Other Issue   |
| Acebuddy  | Please specify the issue you are facing before I connect you to an available support representative!                          |
| Manny Naya  | I am trying to update intuit Proseries and the software is not updating   |
| Acebuddy  | Please wait while we connect you to a Support Representative  |
| <i>Acebuddy (bot) forwarded the chat request</i>    |   |
| <i>Yash Ahi accepted the chat transfer request.</i> |   |
| Yash Ahi  | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.                               |
|   | Hi Manny. How are you doing today?  |
| Manny Naya  | fine  |
|   | need to update prooseries and it is not updating in the server  |
| Yash Ahi  | I will surely help you with that.   |
|   | Could you please help me with your server name or business name?  |
| Manny Naya  | i think it has to do with a pdf issue like i had recently. i noticed the error message is back whenever i log into the server |
|   | MannyNA   |

|            |  |
|------------|--|
| Yash Ahi   | Alright. Could you please also confirm the proseries version?  |
| Manny Naya | 2024   |
| Yash Ahi   | Thanks for the confirmation !  |
|            | Kindly allow me two minutes to check the same.   |
| Manny Naya | MNJCPALLC  |
| Yash Ahi   | Alright Manny. I have just installed all the updates in Proseries 2024. Could you please check now? (Edited)             |
|            | Are we still connected here?   |
|            | Are we still connected here?   |
| Manny Naya | still here   |
| Yash Ahi   | Did you checked the updates?   |
| Manny Naya | ok yes it works now thanks   |
| Yash Ahi   | Alright.   |
|            | My pleasure.   |
|            | Is there anything else I may help you with ?   |
|            | Are we still connected here?   |
|            | Are we still connected here?   |
|            | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
|            | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |

*Yash Ahi has ended this chat session*

Hello, trying to  
remote desktop

## Visitor Details

**#78673 Cody Stovall**

**Email:** cstovall@stovall-assoaciates.com ☎ 6518216211

**Department:** Support(QB & App Hosting)

**Operator:** Abhay Kumar Saraswat

**Website:** [https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=PMax\\_QB\\_Enterprise&utm\\_term=&utm\\_adgroup=QB\\_Enterprise\\_Online&gad\\_source=1&gclid=CjwKCAjwvLWIBRAEiwAEGQ&gclsrc=aw.ds](https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=PMax_QB_Enterprise&utm_term=&utm_adgroup=QB_Enterprise_Online&gad_source=1&gclid=CjwKCAjwvLWIBRAEiwAEGQ&gclsrc=aw.ds)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

|                      |   |
|----------------------|---|
| Cody Stovall         | Hello, trying to send instructions to user Kang.V for setting up the remote desktop on a Mac. Can you please confirm what |
| Aayush               | Thank you for contacting ACE. My name is Aayush. I will be assisting you further.   |
|                      | Hello, may I know your account name registered with us?   |
| Cody Stovall         | Stovall-Assocaites  |
|                      | Associates  |
| Aayush               | I am transferring this chat to our support team.  |
|                      | <i>Aayush is transferring the chat to Support(QB &amp; App Hosting).</i>  |
| Cody Stovall         | thank you   |
|                      | <i>Anjainay Singh accepted the chat transfer request.</i>   |
|                      | <i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>   |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>   |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.               |
|                      | Kindly allow me two minutes to check the same.  |
| Cody Stovall         | Hi Abhay, thanks!   |
| Abhay Kumar Saraswat | Is this for account: Stovall & Associates LTD, right?   |
| Cody Stovall         | That is correct   |
| Abhay Kumar Saraswat | And the user who is looking to create the RDP on his Mac is: Kang Vang (kang.v@myrealdata.net) ?                          |
| Cody Stovall         | that is correct   |
| Abhay Kumar Saraswat | Can I take his local machine on remote?   |
| Cody Stovall         | i don't have access to their computer unfortunately. For Step 5 what should be the PC name?                               |
| Abhay Kumar Saraswat | PC name should be the server name.  |

|                      |   |
|----------------------|---|
|                      | For you, that should be: <b>StovallALTD.myrealdatal.net</b>   |
|                      | If you can copy and paste this to him, he can try with the same.  |
| Cody Stovall         | Awesome, Thank you!   |
| Abhay Kumar Saraswat | Is all good?  |
| Cody Stovall         | She is going to try it tonight when she has it in front of her. Otherwise i will reach back out if needed. Thank you!   |
| Abhay Kumar Saraswat | No worries.   |
|                      | Or if you can ask her to come on chat session, that will be great.  |
|                      | So we could take her remote and help her out to create a RDP session on her Mac.  |
| Cody Stovall         | Thank you! i will do so if this doesn't work  |
| Abhay Kumar Saraswat | Great.  |
|                      | Is there anything else I may help you with ?  |
| Cody Stovall         | that was it, thank you  |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  |
|                      | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w   |
|                      | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr   |
|                      | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) |
|                      | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                     |
|                      | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

*Abhay Kumar Saraswat has ended this chat session*

## Visitor Details

**#78492 nicholas**

**Email:** nicholas@imperialpainting.com  17816985894

**Department:** Support(QB & App Hosting)

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** MONTCLAIR

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

|  |   |
|--|---|
| nicholas   | Hello, I am your Acebuddy   |
| Acebuddy   | Hello Nick Vafiades, I'm your Ace Buddy. I'll be happy to assist you!   |
|  | Whom Would You Like to Connect With?  |
| nicholas   | Technical Support (QB & App Hosting)  |
| Acebuddy   | Welcome to Ace Support.   |
|  | Please chose an option :  |
| nicholas   | I'd like to report an Issue   |
| Acebuddy   | Please select an option!  |
| nicholas   | QuickBooks Issue  |
| Acebuddy   | What type of QuickBooks Issue are you facing?   |
| nicholas   | Other QB related issue  |
| Acebuddy   | Please specify the issue you are facing before I connect you to an available support representative!                    |
| nicholas   | quickbooks webconnector   |
| Acebuddy   | Please wait while we connect you to a Support Representative  |
| <i>Acebuddy (bot) forwarded the chat request</i> |   |
| <i>Ankit accepted the chat transfer request.</i> |   |
| Ankit  | Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.                            |
| nicholas   | Hi Ankit  |
| Ankit  | Hello Nick. How are you doing today?  |
| nicholas   | good thank you. I hope you are well   |
|  | this should be a quick issue to resolve   |
|  | for our hosted quickbooks, we have a webconnector for syncing to a 3rd party platform                                   |
|  | sometimes when there is a quickbooks pop-up in the user account setup for the sync profile, it prevents it from syncing |

there was a QB update so i think something happened and maybe a popup occurred, so i just need someone to log in and since maybe it didnt start correctly or a popup appeared preventing it from syncing

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

nicholas the server is Imperial Painting & Coatings

Ankit Thank you for the details.

nicholas i forgot the user profile setup for the webconnector, maybe it is called Ramp? i forget how it is setup  
it wasnt in a normal user profile

i think they made a dedicated profile for the webconnector connection

Ankit Thank you for all the detailed information.

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

Thank you for waiting. I logged into the user session from the backend, and it appears that both QuickBooks and Web Cor

nicholas one moment

Ankit Everything seems to be up and running now. I kindly request you to check and confirm from your end.

nicholas hmm it still is not working

no one is on if it is easier to try to reboot server like it normally happens

Ankit Sure, we can try rebooting the server once and then check.

nicholas ok

Ankit Allow me. 2-3 min to proceed with the same.

nicholas ok

Ankit I will let you know once the server is up and running.

nicholas thank you

Ankit Nick, I kindly request you to try now, as the server is up and running.

nicholas hmm still not working for some reason

what account did you log into to ensure the webconnector was running

i just tried to open QB on my computer and i am getting a message "a critical quickbooks update is waiting for installatior

it says to restart quickbooks and the one you are currently using

i think this may have to do with it- sometimes when there are updates and popups the webconnector stops working

so i think we need to make sure QB is up to date first

it says i must exit and restart quickbooks. but we just did the server restart so what should we do to ensure it is up to dat

Ankit I have just updated the application. I kindly request you to close the QuickBooks application and then try logging in again

May I take the remote access of your server?

nicholas i just opened QB remoteapp and clicked help and check for updates

it is downloading critical fixes right now

i want to make sure it is all up to date since when it is not, we have issues with the webconnector

Ankit May I take remote access of your server?  
so that I can check from your end and assist you further.

nicholas yes you may

it says update complete right now

Ankit Thanks for the confirmation !

nicholas i still tried syncing and it doesnt work. you can try what you need to on your end but now that it is up to date, we could tr  
ive seen issues where the update popup happens and then it breaks the sync. usually by partner logs into the webconnec

Ankit Okay, let me reboot the server one more time.

I kindly request you to try now, as the server is up and running.

nicholas i can confirm it started syncing now

Ankit Awesome

Is there anything else I may help you with ?

nicholas yep! seen this before, annoying but im glad you could solve it

nope- all set.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

*Ankit has ended this chat session*

**#78697 pnyland**

**Email:** pnyland@midwestintegrated.com **Phone:** 18159338376

**Department:** Support(QB & App Hosting)

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** MANTENO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

---

|              |   |
|--------------|---|
| pnyland      | Hello, I am your Acebuddy   |
| Acebuddy     | Hello Pnyland, I'm your Ace Buddy. I'll be happy to assist you!   |
|              | Whom Would You Like to Connect With?  |
| pnyland      | Technical Support (QB & App Hosting)  |
| Acebuddy     | Welcome to Ace Support.   |
|              | Please chose an option :  |
| pnyland      | I'd like to report an Issue   |
| Acebuddy     | Please select an option!  |
| pnyland      | Password Reset  |
| Acebuddy     | Please select an option below   |
| pnyland      | 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?  |
| pnyland      | Yes   |
| Acebuddy     | Please wait while we connect you to our Support Representative  |
|              | <i>Acebuddy (bot) forwarded the chat request</i>  |
|              | <i>Shivam Singh accepted the chat transfer request.</i>   |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.                     |
| pnyland      | Hi Shivam. One of my employees tried to reset their password and got an error saying the account had been restricted an |
| Shivam Singh | I will surely help you with this issue.   |
|              | Allow me 2 minutes to check the same.   |

|              |  |
|--------------|--|
| Shivam Singh | Okay   |
| pnyland      | As I checked, the portal is showing all users to be active. Could you please help me with the username who is facing the issue?  |
| Shivam Singh | Are we connected here?   |
| pnyland      | yes  |
| Shivam Singh | NickNy is his username   |
| pnyland      | thanks for the confirmation, Allow me 5 minutes to check the details and I will be back with you.  |
| Shivam Singh | Okay   |
| pnyland      | Paige, thanks for your patience.   |
| Shivam Singh | I would like to inform you that the user who is trying to access the server is not enrolled on selfcare portal, which is the reason for the issue.                           |
| pnyland      | For now, I would request you to please share an approval for the password reset for Nick and we will share the password once it is done.                                     |
| Shivam Singh | Yes, I approve the password reset  |
| pnyland      | How can he enroll in the selfcare portal? Do you have a link for that?   |
| Shivam Singh | Paige, I do appreciate your response on the chat, however we would require an email authorization as an approval.  |
| pnyland      | Surely, I can share the link with you. Please use the link mentioned below: -<br><a href="https://selfcare.acecloudbhosting.com/">https://selfcare.acecloudbhosting.com/</a> |
| Shivam Singh | Okay thank you. I just sent the email.   |
| pnyland      | Paige, To expedite the process, I will share the email from my end right after the chat. You just have to approve it once you receive it.                                    |
| Shivam Singh | That's great, could you please share the ticket number with me so that I can share the password right away.  |
| pnyland      | Okay. The link you sent does not give the option to enroll. Just login or forgot password.   |
| Shivam Singh | I haven't received the ticket number email yet   |
| pnyland      | Paige, Thanks for the confirmation.  |
| Shivam Singh | I apologize that, user is not able to enroll. I will share the instruction over the email to make the process easy.  |
| pnyland      | Let me look for the email. have you sent the mail using the email - pnyland@midwestintegrated.com ?  |
| Shivam Singh | Yes  |
| pnyland      | I just got it  |
| Shivam Singh | Ticket 720502  |
| pnyland      | Paige, Thanks for the confirmation.  |
| Shivam Singh | I am on it   |
| pnyland      | Thanks for your patience, Paige  |
| Shivam Singh | I have shared the password with you for Nick.  |
| pnyland      | Please let me know if you have received it.  |
| Shivam Singh | I received an email confirming the password reset but it did not contain the password  |
| pnyland      | the link is within the body of the mail- starting with <a href="https://otp.acecloudbhosting.com/">https://otp.acecloudbhosting.com/</a>                                     |

|              |  |
|--------------|--|
|              | Let me know if you're able to find it.   |
| pnyland      | This is all the email I got says: Greetings! This email is to confirm that password has been successfully reset for Nick Nylar. You can now log in to your account at https://www.acecloudhosting.com/ |
| Shivam Singh | Okay, allow me to send it again.   |
|              | Please check now.  |
| pnyland      | Now I got it, thank you  |
| Shivam Singh | Glad you received the email  |
|              | Also, I have added the selfcare portal article which will guide the user.  |
|              | Paige, Is there anything else I may help you with?   |
| pnyland      | No, Thank you very much for your help  |
| Shivam Singh | Thanks for your patience all this while. Glad, I am able to resolve the issue.   |
|              | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |
|              | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.  |
|              | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.  |
|              | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )        |
|              | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |
| pnyland      | Thank you, you too   |

*pnyland has ended this chat session*

---

## Visitor Details

### #78291 ussisteve

**Email:** ussisteve@ussiinc.com  12607603084

**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:** COLDWATER

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

|           |  |
|-----------|--|
| ussisteve | Hello, I am your Acebuddy  |
| Acebuddy  | Hello Ussisteve, I'm your Ace Buddy. I'll be happy to assist you!  |
|           | Whom Would You Like to Connect With?   |
| ussisteve | Technical Support (QB & App Hosting)   |
| Acebuddy  | Welcome to Ace Support.  |
|           | Please chose an option :   |
| ussisteve | I'd like to raise a Request  |
| Acebuddy  | Please select your request type.   |
| ussisteve | 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 :                       |
| ussisteve | No, That'll be all!  |
| Acebuddy  | Thank you for contacting Ace Support, Have a nice day!   |

*Acebuddy has ended this chat session*

## Visitor Details

**#78729 hanumesqb**

**Email:** hanumesqb@gmail.com ☎ 8142143613

**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:** 26 Secs

**City:** ANANTAPUR

**State:** Andhra Pradesh

**Country:** INDIA

## Chat Transcript

|                |   |
|----------------|---|
| hanumeshqb     | Hello, I am your Acebuddy   |
| Acebuddy       | Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!                                    |
|                | Whom Would You Like to Connect With?  |
| hanumeshqb     | Technical Support (QB & App Hosting)  |
| Acebuddy       | Welcome to Ace Support.   |
|                | Please chose an option :  |
| hanumeshqb     | I'd like to report an Issue   |
| Acebuddy       | Please select an option!  |
| hanumeshqb     | Other Issue   |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  |
| hanumeshqb     | Import new Transaction now am getting this error message  |
| 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.   |
|                | Could you please share the screenshot of the same?  |
|                | <i>10:21:28 AM hanumeshqb is sharing a file with you</i>  |
|                | <i><a href="#">Screenshot 2025-06-27 102058.jpg</a> - ( Size:50.58 KB )</i>                           |
|                | May I take the remote access of your local computer?  |
| hanumeshqb     | ya sure   |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end.         |
| hanumeshqb     | okay  |

|                |   |
|----------------|---|
| Shashwat Verma | <a href="https://assist.acecloudhosting.com/join/3082875157">https://assist.acecloudhosting.com/join/3082875157</a>   |
|                | Kindly Click on the link and open the downloaded file.  |
| hanumeshqb     | ya sure   |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team. |
| hanumeshqb     | thank u   |
| Shashwat Verma | Issue resolved on remote session, by opening the company file at the same time.   |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

*Shashwat Verma has ended this chat session*

I need help a

## Visitor Details

### #78326 Shujman

**Email:** david@ryatt.net  3053235468

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

**Website:** <https://www.acecloudhosting.com/account-login/>

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** KENT

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

|          |  |
|----------|--|
| Shujman  | I need help accessing the RDP, which I just received access to   |
| Gantavya | Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.                        |
| Shujman  | CID: CID70050 Account Name: Ryatt Construction LLC User added: David Shujman (dshujman@myrealdatalink.net) |
| Gantavya | Hi Shujman   |

please allow me a moment  
to transfer this interaction to our support team to help you with your concern  
right now you are on sales chat line, transferring you to support now

*Gantavya is transferring the chat to Support(QB & App Hosting).*

*Yash Kalra accepted the chat transfer request.*

|            |   |
|------------|---|
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.<br><br>Kindly allow me two minutes to check the same.   |
| Shujman    | Thank you   |
| Yash Kalra | May I take the remote access of your local computer?  |
| Shujman    | yes   |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end.   |
| Shujman    | ok  |
| Yash Kalra | Kindly Click on the link and open the downloaded file.<br><a href="https://assist.acecloudhosting.com/join/7812356759">https://assist.acecloudhosting.com/join/7812356759</a><br><br>Please re-connect to the session |
|            | 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)  |

*Yash Kalra has ended this chat session*

---

## Visitor Details

**#77775 pam**

**Email:** pam@multifr.com **☎:** 6786648333

**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:** 57 Secs

**City:** ATHENS

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

|  |  |
|--|--|
| pam  | Hello, I am your Acebuddy  |
| Acebuddy   | Hello Pamela Pfeiffer, I'm your Ace Buddy. I'll be happy to assist you!  |
|  | Whom Would You Like to Connect With?   |
| pam  | Technical Support (QB & App Hosting)   |
| Acebuddy   | Welcome to Ace Support.  |
|  | Please chose an option :   |
| pam  | I'd like to report an Issue  |
| Acebuddy   | Please select an option!   |
| pam  | QuickBooks Issue   |
| Acebuddy   | What type of QuickBooks Issue are you facing?  |
| pam  | Other QB related issue   |
| Acebuddy   | Please specify the issue you are facing before I connect you to an available support representative!                   |
| pam  | My quickbooks "ABORTED" 3 times and now when I attempt to log in I get an error: "You must have at least 512KB availak |
| Acebuddy   | Please wait while we connect you to a Support Representative   |
| <i>Acebuddy (bot) forwarded the chat request</i>   |  |
| <i>Shivam Singh accepted the chat transfer request.</i>  |  |
| pam  | server name: Multifamily.myrealdatal.net login: myrealdatal\PamPfe   |
| Shivam Singh   | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.                    |
| pam  | My quickbooks "ABORTED" 3 times and now when I attempt to log in I get an error: "You must have at least 512KB availak |
| Shivam Singh   | Is this issue occurring only for you, or are other users on the server also experiencing it?                           |
| pam  | i am not sure about other users  |
|  | they are not in quickbooks at this time  |
| <i>7:36:08 PM pam is sharing a file with you<br/><a href="#">1_image.png</a> - ( Size:14.92 KB )</i> |  |

|              |   |
|--------------|---|
| Shivam Singh | okay  |
|              | Thank you for the information and allow 2 minutes to check the same.  |
|              | Could you please check now ?  |
| pam          | checkiing now   |
| Shivam Singh | Sure, please take your time   |
| pam          | same error message<br><br>cannot log in   |
|              | i have a thousand things to get done in quickbooks for labor payments that need to be done tomorrow   |
| Shivam Singh | As I checked your server, I found that the available space in <b>Drive D</b> has dropped to <b>0%</b> . This may affect application per   |
| pam          | what do i do now  |
| Shivam Singh | Please allow me to try cleanup some space out of the D Drive.   |
| pam          | what is in the D drive? My b oss is asking  |
| Shivam Singh | Your company files are stored in the Drive D Sace. (Edited)   |
| pam          | well the d drive is where we access our quickbooks so what do we need to do??<br><br>this is rediculous -- we just upgraded our Quickbooks and noone told us this would happen or how to prevent it   |
| Shivam Singh | As observed, Drive D has reached 0% available space. To address this, we have two possible options:<br><b>Increase the storage capacity of Drive D</b> , or<br><b>Utilize the available space from Drive C</b> to compensate for the shortage. (Edited) |
| pam          | *Utilize the available space from Drive C to compensate for the shortage.<br><br>we don't see Drive: C<br><br>what are we paying a ton of money for storage for?<br><br>how much storage do we currently have with our subscription                     |
| Shivam Singh | Okay, I will share the email with you on which you can provide approval for the space movement.<br><br>As I have checked you have 193 GB available in C drive.  |
|              | We can move 40 GB for now if you agree From C drive to D Drive to make it work, so you could resume with your work.   |
| pam          | yes, please move<br><br>can we move more than 40?   |
| Shivam Singh | I will do so once I will receive your approval over the mail.   |
| pam          | i have not received an email where did you send   |
| Shivam Singh | For maintaining the optimum performance of the server and application running on it. I would suggest you to move 40 GE<br><br>As C drive has all the application files to run the application.  |
| pam          | I approve you to move 40 from C to D but would like more moved if we can  |
| Shivam Singh | I will share the email after the chat ends.   |

|              |   |
|--------------|---|
|              | For Now, I would recommend you keep it this way by moving only 40 GB. Later, you can add more space if you feel like it   |
| pam          | do i need to end the chat now   |
| Shivam Singh | Is there anything else I may help you with before you end the chat?   |
| pam          | how long will it take to movve the space  |
| Shivam Singh | It will take about 30 minutes of time. once the approval is received.   |
|              | Are we still connected here?  |
|              | Are we still connected here?  |
|              | Are we still connected here?  |
|              | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)  |
|              | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w   |
|              | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri  |
|              | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) |
|              | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                     |

*Shivam Singh has ended this chat session*

## Visitor Details

### #78082 ryan

**Email:** ryan@extremeheating.com  19379019163

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** DAYTON

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

|          |  |
|----------|--|
| ryan     | Hello, I am your Acebuddy  |
| Acebuddy | Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!   |
|          | Whom Would You Like to Connect With?   |
| ryan     | Technical Support (QB & App Hosting)   |
| Acebuddy | Welcome to Ace Support.  |
|          | Please chose an option :   |
| ryan     | I'd like to report an Issue  |
| Acebuddy | Please select an option!   |
| ryan     | QuickBooks Issue   |
| Acebuddy | What type of QuickBooks Issue are you facing?  |
| ryan     | Other QB related issue   |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| ryan     | Error -6189,-816 can't open company file   |
| Acebuddy | Please wait while we connect you to a Support Representative   |
|          | <i>Acebuddy (bot) forwarded the chat request</i>   |
|          | <i>Yash Ahi accepted the chat transfer request.</i>  |
| Yash Ahi | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.      |
|          | Hi Ryan. how are you doing today?  |
| ryan     | Hello, I'm doing well. how are you   |
| Yash Ahi | I am also doing good Ryan. Thank you for asking.   |
|          | I will surely help you with this issue.  |
|          | Could you please help me with your server name or business name?                                     |
| ryan     | Extreme Heating & Air Conditioning   |
| Yash Ahi | Thankyou for the information.  |
|          | Kindly allow me two minutes to check the same.   |
|          | Kindly allow me two more minutes Ryan.   |
|          | Let me access the server.  |
| ryan     | no problem   |
| Yash Ahi | Thank you for your patience Ryan.  |

|          |   |
|----------|---|
|          | May I take the remote access of your server?  |
| ryan     | yes   |
| Yash Ahi | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.                                 |
|          | Which company file are you trying to access?  |
| ryan     | extreme h& C with todays date at 7:17pm   |
| Yash Ahi | Okay  |
|          | Ryan, could you please ask user Cyndi to logoff from Quickbooks application for 2 minutes?  |
| ryan     | yes   |
|          | shes out  |
| Yash Ahi | Alright.  |
|          | Open the quickbooks application.  |
| ryan     | thats the accountant version  |
|          | we use the enterprise   |
| Yash Ahi | Oh okay   |
|          | Alright, here you go Ryan.  |
| ryan     | thank you!  |
| Yash Ahi | The issue seems to be fixed.  |
|          | My pleasure.  |
|          | Is there anything else I may help you with ?  |
| ryan     | have a good night, no   |
| Yash Ahi | I would greatly appreciate if you could share the feedback after this chat  |
|          | After this chat you will get the reference ticket ID  |
| ryan     | will do   |
| Yash Ahi | 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 copy of the transcript.  |
|          | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.   |
|          | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) |
|          | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                     |

*Yash Ahi has ended this chat session*

## Visitor Details

**#77927 rlangford**

**Email:** rlangford@roistrategies.net  14046102218

**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:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

|  |  |
|--|--|
| rlangford  | Hello, I am your Acebuddy  |
| Acebuddy   | Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!  |
| Whom Would You Like to Connect With?   |  |
| rlangford  | Technical Support (QB & App Hosting)   |
| Acebuddy Welcome to Ace Support.   |  |
| Please chose an option :   |  |
| rlangford  | I'd like to raise a Request  |
| Acebuddy   | Please select your request type.   |
| rlangford  | 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 : |  |
| rlangford  | No, That'll be all!  |
| Acebuddy   | Thank you for contacting Ace Support, Have a nice day!   |

*Acebuddy has ended this chat session*

## Visitor Details

**#78746 megan**

**Email:** megan@martinenterprisesheatingandac.com ☎ 8474381203

**Department:** Support(QB & App Hosting)

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 21 Secs

**City:** LAKE ZURICH

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

|          |  |
|----------|--|
| megan    | Hello, I am your Acebuddy  |
| Acebuddy | Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!                    |
|          | Whom Would You Like to Connect With?   |
|          | Welcome to Ace Support.  |
|          | Please chose an option :   |
| megan    | Technical Support (QB & App Hosting)   |
|          | 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 is Frozen   |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |

|   |   |
|---|---|
|   | Was that helpful?   |
| megan   | 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>Abhay Kumar Saraswat accepted the chat transfer request.</i> |   |
| Abhay Kumar Saraswat  | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| megan   | Hi, Quickbooks isn't working.   |
| Abhay Kumar Saraswat  | I deeply apologize for the inconvenience caused to you.   |
|   | I will be surely assisting you with this.   |
|   | Is this for <b>Martin Enterprises</b> ?   |
| megan   | Yes.  |
|   | Martin_2  |
| Abhay Kumar Saraswat  | Thanks for the confirmation !   |
|   | Kindly allow me two minutes to check the same.  |
|   | Are you the only one facing this issue with QuickBooks?   |
| megan   | Yes.  |
| Abhay Kumar Saraswat  | No worries.   |
|   | Surely I'll help you in this.   |
|   | Kindly allow me few minutes as I'm looking into your server.  |
|   | Could you please confirm since when you are facing this issue?  |
| megan   | Today.  |
|   | I was trying to send Excel reports and it wasn't allowing me.   |
|   | Now it's frozen.  |
| Abhay Kumar Saraswat  | Are you getting some error while exporting excel files or its just freezing?                                |
| megan   | No error, just wasn't allowing me to email it.  |
| Abhay Kumar Saraswat  | As I'm seeing, there are couple of QuickBooks setups are available.   |
|   | Which QuickBooks you were using?  |
| megan   | Quickbook's Enterprises   |
| Abhay Kumar Saraswat  | Okay.   |
|   | Kindly allow me two minutes to look into it.  |

Thank you for your patience.

I just checked the QB Enterprise and found that there are few updates are pending and that might be the reason you are facing this issue.

If you can allow me, then I can update the QB for you?

*10:29:38 PM Abhay Kumar Saraswat is sharing a file with you*

*[image.png](#) - ( Size:27.51 KB )*

megan Okay.

Abhay Kumar Saraswat Thanks for the confirmation but I need you to logout from the server because after the QB update, the servers needs to be updated.

megan I'm out.

Abhay Kumar Saraswat And it will take around 20-30 minutes for the complete updating process.

megan Okay.

Abhay Kumar Saraswat Thank you so much.

Could you please stay on chat so I can confirm with you after updating the same?

megan Yes, I'm here.

Please let me know when I can go back in, thanks.

Abhay Kumar Saraswat Sure.

Please stay online with me.

Thank you.

megan Here.

Abhay Kumar Saraswat Are we still connected here?

megan Still here.

Abhay Kumar Saraswat Please stay online with me.

It will take 5-10 more minutes.

Thank you for your patience.

Update has been completed.

May I take the remote access of your local computer?

megan Sure.

Abhay Kumar Saraswat Now I just want to see whether everything is working or not.

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

<https://assist.acecloudhosting.com/join/3742750597>

Kindly paste this link in the browser of local computer and join the session.

|                      |  |
|----------------------|--|
|                      | I'm waiting to join the session.   |
|                      | Please click on the given link.  |
|                      | Are we still connected here?   |
| megan                | Okay.  |
| Abhay Kumar Saraswat | Are we still connected here?   |
| megan                | I'm here.  |
| Abhay Kumar Saraswat | I've shared the link above.<br><br>Could you please click and join the remote session? (Edited)                          |
|                      | Session is taking bit more time to create.   |
|                      | I'm still waiting to see your screens.   |
|                      | Can you see any "Join" pop-up on your screen?  |
|                      | Are we still connected here?   |
|                      | Are we still connected here?   |
|                      | Are we still connected here?   |
|                      | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
|                      | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |

*Abhay Kumar Saraswat has ended this chat session*

---

## Visitor Details

### #77850 winniezhou

**Email:** winniezhou@freshimarket.com  17734208188

**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:** CAPE GIRARDEAU

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

|            |  |
|------------|--|
| winniezhou | Hello, I am your Acebuddy  |
| Acebuddy   | Hello Winniezhou, I'm your Ace Buddy. I'll be happy to assist you!   |
|            | Whom Would You Like to Connect With?   |
| winniezhou | Technical Support (QB & App Hosting)   |
| Acebuddy   | Welcome to Ace Support.  |
|            | Please chose an option :   |
| winniezhou | I'd like to raise a Request  |
| Acebuddy   | Please select your request type.   |
| winniezhou | 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 :                       |
| winniezhou | No, That'll be all!  |
| Acebuddy   | Thank you for contacting Ace Support, Have a nice day!   |

*Acebuddy has ended this chat session*

## Visitor Details

**#77988 shari**

**Email:** shari@jkservicesinc.com ☎ 18054079440

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 39 Secs

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

|            |  |
|------------|--|
| shari      | Hello, I am your Acebuddy  |
| Acebuddy   | Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!  |
|            | Whom Would You Like to Connect With?   |
| shari      | Technical Support (QB & App Hosting)   |
| Acebuddy   | Welcome to Ace Support.  |
|            | Please chose an option :   |
| shari      | I'd like to report an Issue  |
| Acebuddy   | Please select an option!   |
| shari      | QuickBooks Issue   |
| Acebuddy   | What type of QuickBooks Issue are you facing?  |
| shari      | Other QB related issue   |
| Acebuddy   | Please specify the issue you are facing before I connect you to an available support representative! |
| shari      | The printing issue has now broken out premier clients  |
| Acebuddy   | Please wait while we connect you to a Support Representative   |
|            | <i>Acebuddy (bot) forwarded the chat request</i>   |
|            | <i>Gaurav Kumar declined the transfer request.</i>   |
|            | <i>Yash Kalra accepted the chat transfer request.</i>  |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.    |
|            | I will be surely assisting you with this. Kindly help me with your server name and user name?        |
| shari      | The escalation team has made things worse where none of my clients can work                          |
|            | blue isle -drake   |
|            | I need them to stop working on enterprise  |
|            | we are going to convert the file to a premier file and remove enterprise from the servrr             |
| Yash Kalra | shari, Please stay connected while I am informing the escalation team the same.                      |

Shari,  
We understand you're currently experiencing an issue with your server, and we want to assure you that we're here to help.  
Are we still connected here?  
Are we still connected here?  
Are we still connected here?  
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*

## Visitor Details

### #78602 hillary

**Email:** hillary@aeroconcrete.net  13093147264

**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:** 13 Secs

**City:** DURANT

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

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

|   |  |
|---|--|
|   | Please chose an option :   |
| hillary   | I'd like to report an Issue  |
| Acebuddy  | Please select an option!   |
| hillary   | Other Issue  |
| Acebuddy  | Please specify the issue you are facing before I connect you to an available support representative! |
| hillary   | Cant open my server  |
| Acebuddy  | Please wait while we connect you to a Support Representative   |
| <i>Acebuddy (bot) forwarded the chat request</i>        |  |
| <i>Shivam Singh accepted the chat transfer request.</i> |  |
| Shivam Singh  | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.  |
|   | Is this issue occurring only for you, or are other users on the server also experiencing it?         |
|   | Are we still connected here?   |
| hillary   | Yes  |
|   | I cannot not get into my server  |
| Shivam Singh  | May I take the remote access of your local computer?   |
| hillary   | Yea  |
| Shivam Singh  | Prior providing the access, I would suggest you to close any important documents at your end.        |
| hillary   | It just started working -- so we are good sorry  |
| <i>hillary hawkins has ended this chat session</i>      |  |

## Visitor Details

**#78467 grace.lee**

**Email:** grace.lee@myrealdata.net

**Department:** Support(QB & App Hosting)

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

|              |  |
|--------------|--|
| grace.lee    | Hello, I am your Acebuddy  |
| Acebuddy     | Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!  |
|              | Whom Would You Like to Connect With?   |
| grace.lee    | Technical Support (QB & App Hosting)   |
| Acebuddy     | Welcome to Ace Support.  |
|              | Please chose an option :   |
| grace.lee    | I'd like to raise a Request  |
| Acebuddy     | Please select your request type.   |
| grace.lee    | Setback  |
| Acebuddy     | Welcome to Ace Support.  |
|              | Please chose an option :   |
| grace.lee    | I'd like to report an Issue  |
| Acebuddy     | Please select an option!   |
| grace.lee    | Other Issue  |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative!                     |
| grace.lee    | I am reaching out regarding an issue with my Outlook email. The emails I send are not appearing in my "Sent" folder. Add |
| Acebuddy     | Please wait while we connect you to a Support Representative   |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   |
|              | <i>Manish Singh accepted the chat transfer request.</i>  |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.                      |
| grace.lee    | hello  |
| Manish Singh | Hii Grace  |
| grace.lee    | I am reaching out regarding an issue with my Outlook email. The emails I send are not appearing in my "Sent" folder. Add |
| Manish Singh | I will surely help you with this issue.  |

|              |   |
|--------------|---|
|              | May I take the remote access of your local computer?  |
| grace.lee    | sure  |
| Manish Singh | <a href="https://assist.acecloudhosting.com/join/4022496009">https://assist.acecloudhosting.com/join/4022496009</a>                               |
|              | Prior providing the access, I would suggest you to close any important documents at your end.   |
|              | Kindly paste this link in the browser of local computer and join the session.   |
| grace.lee    | You can go head.  |
| Manish Singh | Are you able to download Zoho assist agent?   |
| grace.lee    | I did it  |
| Manish Singh | I am not able to get your session access till now.  |
| grace.lee    | How about now??   |
| Manish Singh | No Progress till now  |
|              | May I take the remote access of your server?  |
| grace.lee    | Sure  |
| Manish Singh | Kindly accept the session on server.  |
|              | Prior providing the access, I would suggest you to close any important documents at your end.   |
|              | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.          |
|              | Let me arrange a callback as we need to make new profile for outlook  |
|              | And need to add all the settings.   |
|              | Kindly provide us with your contact number and preferred time to assist you over the call. (Edited)   |
| grace.lee    | around at 3?  |
|              | 9012895124 is my contact number   |
| Manish Singh | 3 may I know the timezone   |
|              | ?   |
| grace.lee    | Central daylight time   |
| Manish Singh | Alright, noted we will arrange a callback accordingly.  |
|              | Is there anything else I may help you with ?  |
|              | Are we still connected here?  |
| grace.lee    | No that is all  |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|              | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.           |
|              | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. |

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

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

*Manish Singh has ended this chat session*

---

## Visitor Details

### #78647 Clif Hodder

**Email:** clif@hoddertax.com  3072344985

**Department:** Support(QB & App Hosting)

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** CASPER

**State:** Wyoming

**Country:** UNITED STATES

## Chat Transcript

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

|   |   |
|---|---|
| Acebuddy  | Please specify the issue you are facing before I connect you to an available support representative!  |
| Clif Hodder   | Attempted to update Asset Keeper Pro and now I'm getting a message that says, "The program cannot start because icuir   |
| Acebuddy  | Please wait while we connect you to a Support Representative  |
| <p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shivam Singh accepted the chat transfer request.</i></p>  |   |
| <p>Shivam Singh Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.</p> |   |
| Clif Hodder   | Good morning Mr. Singh.   |
| Shivam Singh  | I will surely help you with this issue.   |
| Clif Hodder   | Ok, I went to update Asset Keeper Pro this morning. Now when I try to open I get a message that says, "The program can't find the file specified". I found the installer online and saved to my desktop, I was nervous to reinstall though, I haven't installed software in Ace |
| Shivam Singh  | Yes, as I checked the said file is missing. We can re-install the application again. (Edited)   |
|   | Could you please share the location of the setup file?  |
| Clif Hodder   | It's currently saved to C:\Users\ClifH\Desktop  |
|   | File name is "setup"  |
| Shivam Singh  | Thanks for the confirmation   |
|   | I will notify you over the email once the application is installed.   |
|   | Clif, Is there anything else I may help you with?   |
| Clif Hodder   | No that's everything. Thank you for your help   |
| Shivam Singh  | Great.  |
|   | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|   | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.   |
|   | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.   |
|   | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )   |
|   | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |

*Shivam Singh has ended this chat session*

## Visitor Details

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### #77980 Michelle Emmons

**Email:** memmons@dynacct.com  16238503401

**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:** 49 Secs

**City:** TUCSON

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

---

|                 |  |
|-----------------|--|
| Michelle Emmons | Hello, I am your Acebuddy  |
| Acebuddy        | Hello Memmons, I'm your Ace Buddy. I'll be happy to assist you!                                      |
|                 | Whom Would You Like to Connect With?   |
| Michelle Emmons | Technical Support (QB & App Hosting)   |
| Acebuddy        | Welcome to Ace Support.  |
|                 | Please chose an option :   |
| Michelle Emmons | I'd like to report an Issue  |
| Acebuddy        | Please select an option!   |
| Michelle Emmons | Other Issue  |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative! |
| Michelle Emmons | user metalproductsco is unable to receive email authentication codes                                 |
| Acebuddy        | Please wait while we connect you to a Support Representative   |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                 | <i>Gaurav Kumar declined the transfer request.</i>   |
| Michelle Emmons | thanks   |

*The visitor's name was changed from memmons to Michelle Emmons.*

*Manish Singh accepted the chat transfer request.*

|                 |   |
|-----------------|---|
| Manish Singh    | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.   |
| Michelle Emmons | Hello Manish! thank you for your help!  |
|                 | User Metalproductsco is unable to log in. They are not receiving the authentication codes via email when requested<br>this started last night   |
| Manish Singh    | I will surely help you with this issue.   |
| Michelle Emmons | thank you!  |
| Manish Singh    | Kindly allow me two minutes to check the same.  |
| Michelle Emmons | no problem, thank you   |
| Manish Singh    | As I can check user has access to MFA   |
| Michelle Emmons | yes<br><br>i have access to the same email account and can confirm that the emails have not been received   |
| Manish Singh    | May I take the remote access of user local computer?  |
|                 | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only  |
| Michelle Emmons | sure.<br><br>Yes and I believe it is that user only. i was able to log in just fine, but I use the code generator app, not email  |
| Manish Singh    | Is it possible if we can connect with the user to check the issue in real time. (Edited)  |
| Michelle Emmons | Yes. Can I have you call her directly?  |
| Manish Singh    | Yes<br><br>888-415-5240 (toll-free) Kindly contact us on this number  |
|                 | Is there anything else I may help you with ?  |
| Michelle Emmons | 602-253-3451 her name is Marlene  |
| Manish Singh    | Alright, let us arrange a callback accordingly.   |
|                 | Is there anything else I may help you with ?  |
| Michelle Emmons | that is it, if you can work with her to get her logged in, that would be great  |
| Manish Singh    | Surely, we will assist her regarding the matter   |
| Michelle Emmons | thank you!  |
| Manish Singh    | Thank you for choosing ACE cloud Hosting, you have a wonderful day.<br><br>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.<br><br>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. |

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

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

*Manish Singh has ended this chat session*

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## Visitor Details

### #77984 Stephanie Chambers

**Email:** goodwinmetals.stephanie@gmail.com  2053846363

**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:** JASPER

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

|                    |  |
|--------------------|--|
| Stephanie Chambers | Hello, I am your Acebuddy  |
| Acebuddy           | Hello Stephanie Chambers, I'm your Ace Buddy. I'll be happy to assist you! |
|                    | Whom Would You Like to Connect With?                                       |
| Stephanie Chambers | Technical Support (QB & App Hosting)                                       |
| Acebuddy           | Welcome to Ace Support.  |
|                    | Please chose an option :   |
| Stephanie Chambers | I'd like to raise a Request  |
| Acebuddy           | Please select your request type.   |
| Stephanie Chambers | Office 365 Addition  |

|                    |   |
|--------------------|---|
| Acebuddy           | Please specify if you already have an Office365 subscription  |
| Stephanie Chambers | I wish to buy the license from Ace  |
| Acebuddy           | Office 365 is a subscription based application and there are several plans to chose from.   |
|                    | For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to<br><br>(Please Note: O365 E1 Plan is "web only") |
|                    | Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be pro  |
|                    | 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*

How can

## Visitor Details

### #78287 Shah

**Email:** desaianddesaica@gmail.com ☎ 9724125752

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

**Website:** <https://www.acecloudhosting.com/buy-quickbooks/enterprise/>

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 45 Secs

**City:** KUMBHARIA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

|      |   |
|------|---|
| Shah | How can I download Quickbook enterprise silver user 1                           |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. |
| Shah | Please assist me  |

|   |   |
|---|---|
| Amit  | Do you currently hold an account with us, Shah?   |
| Shah  | Yes<br><br>I have<br><br>???  |
| Amit  | Let me transfer you to our technical team.  |
| Shah  | Yes please  |
| <p><i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i></p> <p><i>Ashutosh Mishra accepted the chat transfer request.</i></p> |   |
| Ashutosh Mishra   | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.  |
| Shah  | Yes, thank you. I am facing issue in login to my account<br><br>???   |
|   | Please help me  |
| Ashutosh Mishra   | I will surely help you with this issue.   |
| Shah  | Please help me  |
| Ashutosh Mishra   | I understand you are unable to login to Ace server, is that correct?  |
| Shah  | Yes<br><br>I am not able to log in into my quickbook account<br><br>The errors says that product number is wrong<br><br>However, I am entering the product number given in mail from quickbooks mail<br><br>How can I resolve the issue ? |
| Ashutosh Mishra   | I will be surely assisting you with this. Kindly help me with your server name and user name?   |
| Shah  | What is server name<br><br>I have my licence number, shall I give that ?  |
| Ashutosh Mishra   | Sure please attach screenshot of the email you got from QuickBooks.   |
| Shah  | Yes, please wait for a minute   |
| Ashutosh Mishra   | Sure, please take your time<br><br>Are we still connected here?   |

*Ashutosh Mishra has ended this chat session*

## Visitor Details

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**#78218 ryan**

**Email:** ryan@hcfoodinc.com

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** BROOKLYN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

---

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

Hi Ryan. How are you doing today?

ryan I'm good

I have a question regarding my new account

(ryan.c1@myrealdata.net)

it's my new id

Yash Ahi Sure Ryan. Please tell me.

ryan but i can't log in with this account

i try to log in the remote

Yash Ahi I will surely help you with this issue.

Kindly allow me two minutes to check the information.

Alright, may I take the remote access of your local computer?

ryan give me one second

Yash Ahi Sure

ryan sure

you can take the remote access of my local computer

Yash Ahi Thankyou.

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

ryan sure

Yash Ahi Kindly paste this link in the browser of local computer and join the session.

<https://assist.acecloudhosting.com/join/2392146460>

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting

As per discussion over the remote session, The issue is resolved by setting up new RDP.

This message has been deleted

I have closed the remote session Ryan.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

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

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

*Yash Ahi has ended this chat session*

## Visitor Details

**#78357 Rachel**

**Email:** accounting@vbnet-works.com ☎ 12508021185

**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:** VICTORIA

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

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

*Rachel VanBuskirk has ended this chat session*

## Visitor Details

**#78180 hala.mikati.dalloul**

**Email:** hala.mikati.dalloul@gmail.com ☎ 18183264538

**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:** 14 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

|                     |   |
|---------------------|---|
| hala.mikati.dalloul | Hello, I am your Acebuddy   |
| Acebuddy            | Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!   |
|                     | Whom Would You Like to Connect With?  |
| hala.mikati.dalloul | Technical Support (QB & App Hosting)  |
| Acebuddy            | Welcome to Ace Support.   |
|                     | Please chose an option :  |
| hala.mikati.dalloul | I'd like to report an Issue   |
| Acebuddy            | Please select an option!  |
| hala.mikati.dalloul | QuickBooks Issue  |
| Acebuddy            | What type of QuickBooks Issue are you facing?   |
| hala.mikati.dalloul | Other QB related issue  |
| Acebuddy            | Please specify the issue you are facing before I connect you to an available support representative!  |
| hala.mikati.dalloul | can't open qbooks. doesn't launch   |
| Acebuddy            | Please wait while we connect you to a Support Representative  |
|                     | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                     | <i>Anjainay Singh accepted the chat transfer request.</i>   |
| Anjainay Singh      | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.   |
|                     | Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible. |
|                     | Could you please confirm what type of issues you are getting at your end?   |
| hala.mikati.dalloul | qbooks app doesn't launch   |
| Anjainay Singh      | May I take the remote access of your server?  |
| hala.mikati.dalloul | yes   |

|                     |  |
|---------------------|--|
| Anjainay Singh      | Prior providing the access, I would suggest you to close any important documents at your end.                        |
|                     | Please provide me remote access.   |
|                     | Could you please also confirm whether other users are also facing the same issue?                                    |
|                     | Please provide me two minutes so that I can look into it.  |
|                     | Please stay connected I am working on it.  |
|                     | It is opening now.   |
| hala.mikati.dalloul | ok thank you   |
| Anjainay Singh      | Is there anything else I may help you with ?   |
| hala.mikati.dalloul | no thats it. thanks  |
| Anjainay Singh      | Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji. |
|                     | It was pleasure assisting you.   |
|                     | Are we still connected here?   |

*Anjainay Singh has ended this chat session*

## Visitor Details

### #78715 Daisy Paltrow

**Email:** daisy@paltrowco.com ☎ 18284141125

**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:** 26 Secs

**City:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

|               |  |
|---------------|--|
| Daisy Paltrow | Hello, I am your Acebuddy  |
| Acebuddy      | Hello Daisy Paltrow, I'm your Ace Buddy. I'll be happy to assist you!  |
|               | Whom Would You Like to Connect With?   |
| Daisy Paltrow | Technical Support (QB & App Hosting)   |
| Acebuddy      | Welcome to Ace Support.  |
|               | Please chose an option :   |
| Daisy Paltrow | I'd like to raise a Request  |
| Acebuddy      | Please select your request type.   |
| Daisy Paltrow | Setup Ace Server   |
| Acebuddy      | If you would like to configure the server access link on your computer, Kindly select your desired Operating System  |
| Daisy Paltrow | Microsoft Windows  |
| Acebuddy      | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC  |
|               | Do you need any further assistance on the topic?   |
| Daisy Paltrow | Yes  |
| Acebuddy      | Please wait while we connect you to our Support Representative   |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   |
| Daisy Paltrow | How do I find my server name   |
|               | <i>Gaurav Kumar declined the transfer request.</i>   |
|               | <i>Manish Singh accepted the chat transfer request.</i>  |
|               | <i>Manish Singh is transferring the chat to Yash Kalra.</i>  |
| Manish Singh  | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.  |
| Daisy Paltrow | Hi Manish  |
| Manish Singh  | Is your business name *Paltrow & Co. ?*  |
| Daisy Paltrow | Yes, it is   |
| Manish Singh  | Your server name is PaltrowCo.myrealdatal.net  |
|               | <i>Yash Kalra accepted the chat transfer request.</i>  |
|               | <i>Yash Kalra is transferring the chat to Manish Singh.</i>  |
|               | <i>Manish Singh accepted the chat transfer request.</i>  |
| Daisy Paltrow | I am trying to download the portal to my laptop, where do I locate the file to do so? The download I have with the email I received is not opening.  |
| Manish Singh  | It sounds like you're referring to a file attachment from an email. If you're having trouble opening it, it might be a compressed file or a specific type of document. You can try saving it to your laptop and then opening it using a suitable application. If it's a compressed file (like a ZIP or RAR), you'll need a decompression tool like WinZip or 7-Zip. If it's a specific type of document (like PDF or Word), make sure you have the correct software installed on your laptop to open it. |

Let me assist you with this issue.

May I take the remote access of your local computer?

Daisy Paltrow yes

Manish Singh <https://assist.acecloudhosting.com/join/8462671983>

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.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting

We will arrange a callback regarding Ace Connect configuration.

At 4074464557

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

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

*Manish Singh has ended this chat session*

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## Visitor Details

**#77837 lance ford**

**Email:** lance@greatfindsrealty.com ☎ 3013701464

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** CHEVY CHASE

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

|                                      |   |
|--------------------------------------|---|
| lance ford                           | Hello, I am your Acebuddy   |
| Acebuddy                             | Hello Lance Ford, I'm your Ace Buddy. I'll be happy to assist you!  |
| Whom Would You Like to Connect With? |   |
| lance ford                           | Technical Support (QB & App Hosting)  |
| Acebuddy                             | Welcome to Ace Support.   |
|                                      | Please chose an option :  |
| lance ford                           | I'd like to raise a Request   |
| Acebuddy                             | Please select your request type.  |
| lance ford                           | Application Version Upgrade   |
| Acebuddy                             | Please select the application you would like to upgrade :   |
| lance ford                           | QuickBooks  |
| Acebuddy                             | Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update. <ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul> Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance. |
|                                      | Do you need any further assistance on the topic?  |
| lance ford                           | No  |
| Acebuddy                             | Thank you for contacting Ace Support. Have a nice day!  |

*Acebuddy has ended this chat session*

## Visitor Details

#77947 Jenifer Graham

**Email:** jgraham@mca80238.com  3033880724

**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:** 42 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

|                |  |
|----------------|--|
| Jenifer Graham | Hello, I am your Acebuddy<br><br>help<br><br>i need tech support help with printing  |
| Anurag Sharma  | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.<br><br>Hello Jenifer  |
| Jenifer Graham | hello<br><br>sorry i got a call<br><br>i am ready to get help now  |
| Anurag Sharma  | I will be surely assisting you with this. Kindly help me with your server name and user name?  |
| Jenifer Graham | I am not sure<br><br>jeniferg_mca  |
| Anurag Sharma  | May I take the remote access of your local computer?   |
| Jenifer Graham | sure   |
| Anurag Sharma  | Prior providing the access, I would suggest you to close any important documents at your end.  |
| Jenifer Graham | yes  |
| Anurag Sharma  | <a href="https://assist.acecloudhosting.com/join/7292660019">https://assist.acecloudhosting.com/join/7292660019</a><br><br>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 you on hold.<br><br>As we are connected on the remote session. I am ending this chat session here. We will continue with our trouble shooting on the remote. |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |

*Anurag Sharma has ended this chat session*

Do we ha

## Visitor Details

### #77874 Colin Mcalvain

**Email:** colin@allvalleyfp.com ☎ 7074908760

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

**Website:** <https://www.acecloudhosting.com/blog/cloud-models-work-with-quickbooks-desktop/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** MERIDIAN

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

|                |  |
|----------------|--|
| Colin Mcalvain | Do we have a backup of our quickbooks for 5/26/2025?                             |
| Mohit          | Thank you for contacting ACE. My name is Mohit. I will be assisting you further. |
|                | Hi Colin, how are you doing today?   |
| Colin Mcalvain | Good   |
| Mohit          | Are you an existing customer of ACE?   |
| Colin Mcalvain | Yes  |
| Mohit          | Please share your registered business name or CID                                |
| Colin Mcalvain | All Valley Fireplace LLC   |
|                | AVF.myreldata.net  |
| Mohit          | Thanks, transferring your chat to support team to help you with this             |
|                | <i>Mohit is transferring the chat to Support(QB &amp; App Hosting).</i>          |
|                | <i>Yash Ahi accepted the chat transfer request.</i>                              |
| Yash Ahi       |  |

|                |   |
|----------------|---|
|                | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.                           |
| Colin Mcalvain | Thank you Yash  |
| Yash Ahi       | Hi Colin. How are you doing today?  |
| Colin Mcalvain | I am trying to get a restore our Quickbooks file as of 5/27/2025 or our server  |
| Yash Ahi       | Alright, I will surely help you with this.  |
|                | Kindly allow me two minutes to check the same.  |
|                | So, you want the backup of company file, correct?   |
| Colin Mcalvain | Yes as of 5/26/2025   |
| Yash Ahi       | Okay let me pull that up.   |
| Colin Mcalvain | Quickbooks is having an issue and they need the backup file as of that date to fix it                                     |
| Yash Ahi       | Kindly allow me 4-5 minutes for that.   |
|                | Kindly allow me 2-3 minutes more Colin.   |
| Colin Mcalvain | thank you   |
| Yash Ahi       | <a href="https://we.tl/t-gfNIG7h6Vj">https://we.tl/t-gfNIG7h6Vj</a>   |
|                | Here is the link Colin.   |
|                | You can download that file using this link.   |
| Colin Mcalvain | Is this from 5/26/2025?   |
| Yash Ahi       | Yes   |
|                | Are you able to download that file?   |
| Colin Mcalvain | Yes, I was able to download   |
| Yash Ahi       | Thats great.  |
|                | Is there anything else I may help you with ?  |
| Colin Mcalvain | How long do you guys keep backups from the server?  |
| Yash Ahi       | Up to last 45 days.   |
| Colin Mcalvain | okay thank you!   |
| Yash Ahi       | My pleasure.  |
|                | Is there anything else I may help you with ?  |
| Colin Mcalvain | nope you are a life saver!  |
| Yash Ahi       | I would greatly appreciate if you could share the feedback after this chat.   |
|                | After this chat you will get the reference ticket ID  |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|                | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

*Yash Ahi has ended this chat session*

## Visitor Details

### #78300 lorena seppanen

**Email:** lorenas@sentryusa.com  6058801246

**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 24 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

lorena seppanen Hello, I am your Acebuddy

We are having a new issue with job numbers/customers

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

Hello Lorenas, please elaborate on the concern so we can isolate the issue.

lorena seppanen Some of our subjobs have been moved to the wrong customer. The entire customer center seems to be incorrect

This is the same problem we had on Wednesday last week when our files were corrupted. Alexis A spoke with ACE to get t

Ashutosh Mishra Thank you for the details, please share the ticket ID that was generated for this concern so we can quickly proceed with tl

|                 |   |
|-----------------|---|
| lorena seppanen | I do not have access to the id. Alexis is out of office this week   |
| Ashutosh Mishra | Kindly allow me two minutes to check the same.  |
| lorena seppanen | Ok, this issue is in connection to issue RE 712748  |
| Ashutosh Mishra | I understand you had just contacted regarding the ticket ID 712748.<br><br>We have already forwarded this to the senior level to investigate further.   |
| lorena seppanen | I wanted to make you aware of this new issue so you would have all the information  |
| Ashutosh Mishra | I would suggest to not use QuickBooks right now as multiple issues are occurring, we will proceed with clean reinstalling t<br><br>We would require downtime of at least two hours to complete the task.<br><br>I would suggest to logout from the server so that there is no data discrepancy issue.   |
| lorena seppanen | Ok, I have let everyone know to log off   |
| Ashutosh Mishra | Thank you for the cooperation, i will inform the backend team to begin the task.<br><br>Once it's completed, we will inform over the email  |
| lorena seppanen | ok, before I end the chat, is there anyone on your end showing that is still logged in that I need to get out?  |
| Ashutosh Mishra | Sure, please allow me a moment to check.<br><br>Eric is still logged in.  |
| lorena seppanen | Ok, thank you   |
| Ashutosh Mishra | Thank you for choosing ACE cloud Hosting, you have a wonderful day.<br><br>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w<br><br>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr<br><br>Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a><br><br>For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |

*Ashutosh Mishra has ended this chat session*

**#78627 tiffany abbott**

**Email:** tiffanyann11072008@gmail.com

**Department:** Support(QB & App Hosting)

**Operator:** Gaurava Tyagi

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** WESTMINSTER

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

|                |  |
|----------------|--|
| tiffany abbott | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Tiffany Abbott, I'm your Ace Buddy. I'll be happy to assist you!                               |
|                | Whom Would You Like to Connect With?   |
| tiffany abbott | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| tiffany abbott | I'd like to report an Issue  |
| Acebuddy       | Please select an option!   |
| tiffany abbott | Other Issue  |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative! |
| tiffany abbott | cant sign in   |
| Acebuddy       | Please wait while we connect you to a Support Representative   |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   |
| tiffany abbott | ok   |
|                | <i>Gaurava Tyagi accepted the chat transfer request.</i>   |
|                | <i>Gaurava Tyagi is transferring the chat to Yash Kalra.</i>   |
|                | <i>Yash Kalra accepted the chat transfer request.</i>  |
| Yash Kalra     | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.    |
|                | I will be surely assisting you with this. Kindly help me with your server name and user name?        |
| tiffany abbott | i need you to transfer me with soeome elde   |
|                | connet me with a different agent   |

|  |   |
|--|---|
| Yash Kalra   | Tiffany, I understand your concern but at this time all our representatives are busy on other chat and it would take some time.<br>Please let me know your server name and user name?                                 |
| tiffany abbott   | no  |
|  | I need a diffrent agent   |
| Yash Kalra   | sure, please stay connected while I connect you with someone else.  |
| tiffany abbott   | ok  |
| Yash Kalra   | Tiffany, I just check and last time you had word with our other representative named yash ahir  |
| tiffany abbott   | no  |
| Yash Kalra   | This time it you are already having a conversation with a different repetitive i.e. Yash Kalra  |
| tiffany abbott   | diffrent agent now no   |
| Yash Kalra   | May I take the remote access of your local computer in order to resolve this issue as on checking we found that last time you were connected with a different agent.  |
| tiffany abbott   | no'   |
|  | your not helping me   |
| Yash Kalra   | Please stay connected while we connect you with some other representative.  |
| tiffany abbott   | ok  |
| Yash Kalra   | Thank you for your patience. Our team is currently assisting other clients, but I'll connect you with an available representative. You may also contact us on our 24/7 helpline on 888-415-5240 (toll-free). (Edited) |
| tiffany abbott   | ok  |
|  | no connet me with a diffrent agent 4  |
| <i>Yash Kalra is transferring the chat to Gaurava Tyagi.</i> |   |
| <i>Gaurava Tyagi accepted the chat transfer request.</i>     |   |
| Gaurava Tyagi  | Thank you for contacting Ace Cloud Hosting. My name is Gaurava Tyagi. I will be assisting you today.  |
| tiffany abbott   | not you   |
|  | connet me with a different agent your not helping me no you dont no   |
| Gaurava Tyagi  | Yash just transferred your chat to me   |
| tiffany abbott   | no not you  |
|  | soeme else  |
| Gaurava Tyagi  | whom do you want to talk to ?Please specify   |
|  | I am from server support team   |
|  | and the floor supervisor  |
| tiffany abbott   | soemeone else your not helping me connet me with soemeone else  |
| Gaurava Tyagi  | Please share the issue, Let me try to help you out  |

|                |   |
|----------------|---|
| tiffany abbott | no not you  |
| Gaurava Tyagi  | Yes Tiffany, you have been transferred, Kindly allow me to help you with sign issue   |
| tiffany abbott | no  |
| Gaurava Tyagi  | Any specific name that you want to talk to ?  |
| tiffany abbott | someone else<br><br>a diffrent one '  |
| Gaurava Tyagi  | Ok I will, can you please share your account name or business name or CID ?   |
| tiffany abbott | no  |
| Gaurava Tyagi  | Can I arrange call back for you ?<br><br>Lets discuss over the call<br><br>you still there ?<br><br>Are we will connected ?<br><br>Sorry, we won't be able to help you out till we pull up your account<br><br>Are we still connected here?<br><br>Tiffany abbott, Is there anything else I may help you with?  |
|                | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w<br><br>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri<br><br>Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a> )<br><br>For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |

*Gaurava Tyagi has ended this chat session*

## Visitor Details

**#78226 Adam Olson**

**Email:** adam.olson@csre-global.com  12604137290

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** MARTINSVILLE

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Adam Olson Hello, I am your Acebuddy

Acebuddy Hello Adam Olson, 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*

## Visitor Details

**#78335 mark gutierrez**

**Email:** markeg@worldpac.com  5103669847

**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:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

|                |  |
|----------------|--|
| mark gutierrez | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Mark Gutierrez, I'm your Ace Buddy. I'll be happy to assist you!   |
|                | Whom Would You Like to Connect With?   |
| mark gutierrez | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| mark gutierrez | I'd like to raise a Request  |
| Acebuddy       | Please select your request type.   |
| mark gutierrez | 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 :                           |
| mark gutierrez | Yes, I'm facing issues with my server  |
| Acebuddy       | Please select an option!   |
| mark gutierrez | Other Issue  |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!                         |
|                | 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*

We need to do  
one we download  
need t

## Visitor Details

**#78675 joe.quinn**

**Email:** joe.quinn@internationalfilterproducts.com ☎ 818 802-0943

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

**Website:** <https://www.acecloudhosting.com/hosting/quickbooks-desktop/>

utm\_source=google&utm\_medium=cpc&utm\_campaign=PMax\_QB\_Enterprise&utm\_term=&utm\_adgroup=QB\_Enterprise\_Online&gad\_source=1&gclsrc=aw.ds

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Mins 29 Secs

**City:** SUN VALLEY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

joe.quinn We need to download a different version of Avalara tax from the one we downloaded today. I have the zip file on my comp

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

Hi Joe, how are you doing today?

joe.quinn • Go to C:\Program Files (x86) \Avalara\AvaTax Adapter\Bin. • Ensure the Avalara Folder has full Admin Permission. • Right

Mohit Do you have an existing account with Ace?

joe.quinn Yes

Mohit Please help me with the registered business name or the CID

joe.quinn International Filter Products

Mohit Got it

Transferring your chat to support for helping with this

*Mohit is transferring the chat to Support(QB & App Hosting).*

*Yash Ahi accepted the chat transfer request.*

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

Hi Joe. How are you doing today?

joe.quinn Ok

We are adding Avalara tax to our QB account. Ace helped me this morning but we have the wrong version and need to rei

AvaTaxForQuickBooksDesktopVersion 1.0095.05V2

Yash Ahi Thankyou for the information.

Kindly allow me two- three minutes to check the same.

joe.quinn ok

Yash Ahi Thank you for your patience.

Could you please help me with the location of that setup file that you have? (Edited)

joe.quinn it is on my computer in downloads

how do I get it to you or to the server

Yash Ahi Well let me do one thing Joe.

Let me send you a remote session request and provide you temp admin rights, as I just checked the previous chat, you w

May I take the remote access of your local computer?

joe.quinn yes

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

Kindly paste this link in the browser of local computer and join the session.  
<https://assist.acecloudhosting.com/join/8682717942>

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

joe.quinn ok

Yash Ahi As discussed Joseph, it has been installed and you were able to use it.

Is there anything else I may help you with ?

As discussed over the remote session. We are closing the chat

After this chat you will get the reference ticket ID

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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

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

*Yash Ahi has ended this chat session*

## Visitor Details

**#78376 carmstrong**

**Email:** carmstrong@mdcollision.net

**Department:** Support(QB & App Hosting)

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** HANOVER

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

|                      |   |
|----------------------|---|
| carmstrong           | Hello, I am your Acebuddy   |
| Acebuddy             | Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!  |
|                      | Whom Would You Like to Connect With?  |
| carmstrong           | Technical Support (QB & App Hosting)  |
| Acebuddy             | Welcome to Ace Support.   |
|                      | Please chose an option :  |
| carmstrong           | I'd like to report an Issue   |
| Acebuddy             | Please select an option!  |
| carmstrong           | Password Reset  |
| Acebuddy             | Please select an option below   |
| carmstrong           | 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?  |
| carmstrong           | Yes   |
| Acebuddy             | Please wait while we connect you to our Support Representative  |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>  |
| carmstrong           | user Colleen is locked out  |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>   |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| carmstrong           | thanks, my user Colleen is locked out of my remote desktop  |
| Abhay Kumar Saraswat | I'm sorry for the inconvenience caused.   |
|                      | Kindly allow me two minutes to check the same.  |
| carmstrong           | thank   |
| Abhay Kumar          |   |

|                      |   |
|----------------------|---|
| Saraswat             | I tried to grab your account details from this email <b>carmstrong@mdcollision.net</b> but couldn't get through.  |
|                      | Could you please confirm me your account or business name?  |
| carmstrong           | business name is BSSF   |
| Abhay Kumar Saraswat | Is this the complete name of your business?<br><a href="#">BSSF CPAs</a>  |
| carmstrong           | yes   |
| Abhay Kumar Saraswat | Thank you for the information and allow 2 minutes to check the same.  |
|                      | Thank you for your patience.  |
|                      | Is this the user <b>Colleen@myrealdata.net</b> you are talking about?   |
| carmstrong           | welcome   |
|                      | yes   |
| Abhay Kumar Saraswat | I've just unlocked his account.   |
|                      | Could you please ask him to login and confirm?  |
| carmstrong           | it worked, thank you  |
| Abhay Kumar Saraswat | My pleasure.  |
|                      | Is there anything else I may help you with ?  |
|                      | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  |
|                      | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversa  |
|                      | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin   |
|                      | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ) |
|                      | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                   |
|                      | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

*Abhay Kumar Saraswat has ended this chat session*

I have down

## Visitor Details

**#77877 Candy Sakarapanee**

**Email:** csakarapanee@tnwf.org ☎ 6154568021

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Performance\\_Max&utm\\_term=&utm\\_adgroup=&gad\\_source=1&gad\\_campaign](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaign)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** MOUNT JULIET

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Candy Sakarapanee I have downloaded the updated version of QB. Please reboot

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

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

*Yash Ahi accepted the chat transfer request.*

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

Candy Sakarapanee Thank you. I have downloaded the updated version of QB. Please reboot

Yash Ahi Hi Candy. How are you doing today?

I will surely help you with that.

Could you please help me with your server name or business name?

Candy Sakarapanee I am great, thank you. I do have QB support on the phone

myrealdatalJanetHe

TN Wildlife Federation

Yash Ahi Thank you for the information and allow 2 minutes to check the same.

Thank you for your patience.

I have rebooted the server Candy.

Candy Sakarapanee Thank you! Please hold as I attempt to log in.

Yash Ahi Sure.

Candy Sakarapanee We're all set, thank you!

Yash Ahi My pleasure.

I would greatly appreciate if you could share the feedback after this chat.

After this chat you will get the reference ticket ID

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.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working.

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

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

*Yash Ahi has ended this chat session*

*Yash Ahi has ended this chat session*

## Visitor Details

#77793 Cordi Brewer

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

**Department:** Support(QB & App Hosting)

**Operator:** Ankit Kumar

**Website:** <https://www.acecloudhosting.com/hosting/drake-tax-software/>

utm\_source=google&utm\_medium=cpc&utm\_campaign=Performance\_Max&utm\_term=&utm\_adgroup=&gad\_source=1&gad\_campaign

## **Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED S

## Chat Transcript

Cordi Brewer

unable to access documents

Aayush

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

*Aayush is transferring the chat to Support(QB & App Hosting)*

*Vignesh Arul accepted the chat transfer request.*

Cordi Brewer I am unable to access my documents

*Vignesh Arul is transferring the chat to Ankit.*

*Ankit accepted the chat transfer request.*

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

Cordi Brewer When I am logged into QBKS via the cloud, I am unable to access any documents on my computer. And Vice versa.

Ankit I deeply apologize for the inconvenience caused to you.

I will surely help you with this issue.

Kindly help me with your server name and username?

Cordi Brewer I am not sure what that means?

Let me ask Matt (our point of contact that works here)

COVERPRO-VR

Ankit May I know your business name, CID number, or if you have any existing ticket number with us?

Cordi Brewer Our company is CoverPro. My name is Cordi Brewer. coverpro.cordi@gmail.com

Ankit Thank you for the details.

Cordi Brewer I do not have an existing ticket.

Ankit Not a problem.

Kindly allow me 2-3 minutes to check the account details.

Cordi Brewer myrealdata\CordiCP

Ankit Thank you for waiting.

Please confirm if we can connect remotely so that I can check the issue and assist you further.

Cordi Brewer yes

Ankit Also, could you please confirm if you are trying to access server data on your local computer and vice versa?

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

Cordi Brewer Yes I am trying to access my local data

I will close all important items

Ankit Thank you for the confirmation.

Cordi, I would need access to your local computer.

Cordi Brewer ok

Ankit <https://assist.acecloudhosting.com/join/2262244578>

Please access this link from your local computer, as I need to make a few changes related to the RDP settings

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time

As per discussion over the remote session, The issue is resolved now.

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

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

*Ankit has ended this chat session*

## Visitor Details

**#78682 Rob Riss/ Go West**

**Email:** rob@justgowest.com  19704938441

**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Rob Riss/ Go West Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rob Riss/ Go West Technical Support (QB & App Hosting)

|                   |   |
|-------------------|---|
| Acebuddy          | Welcome to Ace Support.   |
|                   | Please chose an option :  |
| Rob Riss/ Go West | I'd like to raise a Request   |
| Acebuddy          | Please select your request type.  |
| Rob Riss/ Go West | Setup Ace Server  |
| Acebuddy          | If you would like to configure the server access link on your computer, Kindly select your desired Operating System   |
| Rob Riss/ Go West | Microsoft Windows   |
| Acebuddy          | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your chromebook<br><a href="http://www.myrealdata.net">www.myrealdata.net</a> |
|                   | Do you need any further assistance on the topic?  |
| Rob Riss/ Go West | Yes   |
| Acebuddy          | Please wait while we connect you to our Support Representative  |
|                   | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                   | <i>Anurag Sharma accepted the chat transfer request.</i>  |
| Anurag Sharma     | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.  |
|                   | Hello Rob   |
| Rob Riss/ Go West | Hi Anurag, how are you  |
| Anurag Sharma     | I am good Rob, thanks for asking.   |
|                   | How can I help you?   |
| Rob Riss/ Go West | can you please link me to directions on hooking up my RDP on a chromebook?  |
| Anurag Sharma     | I will be surely assisting you with this. Kindly help me with your server name and user name?   |
| Rob Riss/ Go West | GWG_Admin   |
|                   | GoWest.myrealdata.net   |
| Anurag Sharma     | Thanks for the confirmation !   |
|                   | <i>3:49:18 AM Anurag Sharma is sharing a file with you</i>  |
|                   | <i><a href="#">Accessing Ace server on Chromebook using Xtralogic RDP Client _1_1.pdf</a> - ( Size:377.79 KB )</i>  |
|                   | <i>Please follow these steps to setup the RDP on your chromebook</i>  |
|                   | If you face any issues, you can reach out to us again on our toll free number Phone: 1-888-415-5240   |
|                   | Is there anything else I may help you with ?  |
| Rob Riss/ Go West | looks, good, i'll try these steps. Thank you Anurag!  |
| Anurag Sharma     | Thanks for the confirmation !   |
|                   | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  |
|                   | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversa

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin

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*

## Visitor Details

**#78712 paul**

**Email:** paul@neotechnetworks.com  8887268138

**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:** 6 Secs

**City:** MARACAIBO

**State:** Zulia

**Country:** VENEZUELA

## Chat Transcript

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

|              |   |
|--------------|---|
| paul         | I'd like to raise a Request   |
| Acebuddy     | Please select your request type.  |
| paul         | Password Reset  |
| Acebuddy     | Please select an option below   |
| paul         | Not Enrolled to Selfcare Portal   |
| Acebuddy     | Please drop an email on support@acecloudhosting.com and mention the username for which the password ne    |
|              | Do you need any further assistance on the topic?  |
| paul         | 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 you today.       |
| paul         | need to reset the password for the user ScottM_NNL on AZUREMILCONACCT server                              |
| Manish Singh | I will surely help you with this issue.   |
|              | Please send us an email from the registered email address at support@acecloudhosting.com so that we could |
|              | Also, the registered email for your account with us is :<br>paul@neotechnetworks.com                      |
| paul         | ok thks will do that  |
|              | <i>paul has ended this chat session</i>   |

## Visitor Details

**#78625 tiffany abbott**

**Email:** tiffanyann11072008@gmail.com

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** WESTMINSTER

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

|                |   |
|----------------|---|
| tiffany abbott | Hello, I am your Acebuddy   |
| Acebuddy       | Hello Tiffany Abbott, I'm your Ace Buddy. I'll be happy to assist you!                                      |
|                | Whom Would You Like to Connect With?  |
| tiffany abbott | Technical Support (QB & App Hosting)  |
| Acebuddy       | Welcome to Ace Support.   |
|                | Please chose an option :  |
| tiffany abbott | I'd like to raise a Request   |
| Acebuddy       | Please select your request type.  |
| tiffany abbott | Other Request   |
| Acebuddy       | Please drop an email to support@acecloudhosting.com with a brief description of your request and our techni |
|                | If you are facing any issue/problem with your server, Please select the appropriate option below :          |
| tiffany abbott | Yes, I'm facing issues with my server   |
| Acebuddy       | Please select an option!  |
| tiffany abbott | Other Issue   |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!        |
| tiffany abbott | I cant sign in '  |
| Acebuddy       | Please wait while we connect you to a Support Representative  |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  |
| tiffany abbott | ok  |
|                | <i>Yash Ahi accepted the chat transfer request.</i>   |
| Yash Ahi       | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.             |
|                | Hi Tiffany. How are you doing today?  |
| tiffany abbott | good  |
| Yash Ahi       | I will surely help you with this issue.   |
|                | Could you please help me with your server name or business name?  |

|                |  |
|----------------|--|
| tiffany abbott | can you crate a account for me'  |
| Yash Ahi       | I will surely help you Tiffany. Could you please share your server name or business name once?                           |
| tiffany abbott | tiffany about  |
|                | tiffany abbott   |
| Yash Ahi       | Mechanical Valve Solutions, is this your account name?   |
|                | 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 (1-888-222-2222) |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |

*Yash Ahi has ended this chat session*

## Visitor Details

**#77839 allison corado**

**Email:** ac@pkave.com ☎ 6462950712

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** GREENSBORO

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

allison corado

Hello, I am your Acebuddy

|                 |  |
|-----------------|--|
| Acebuddy        | Hello Allison Corado, I'm your Ace Buddy. I'll be happy to assist you!                                       |
|                 | Whom Would You Like to Connect With?   |
| allison corado  | Technical Support (QB & App Hosting)   |
| Acebuddy        | Welcome to Ace Support.  |
|                 | Please chose an option :   |
| allison corado  | I'd like to report an Issue  |
| Acebuddy        | Please select an option!   |
| allison corado  | QuickBooks Issue   |
| Acebuddy        | What type of QuickBooks Issue are you facing?  |
| allison corado  | QuickBooks Login Issue   |
| Acebuddy        | I understand that you are unable to login to your QuickBooks company file. The following steps might help yo |
|                 | Was that helpful?  |
| allison corado  | 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>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.       |
| allison corado  | hi   |
| Shubham Kataria | Hello Allison  |
| allison corado  | qb asked me to log in to intuit and i did and now it's just hanging there                                    |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name?                |
| allison corado  | allisonc.q14   |
| Shubham Kataria | Kindly share your business name as well  |
| allison corado  | park avenue equity   |
| Shubham Kataria | Thank you for the information  |
|                 | May I take the remote access of your server?   |
| allison corado  | yes  |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.                |
| allison corado  | nothing open but trying to get qb open   |
| Shubham Kataria | Alright, please accept the remote request on the server screen   |
|                 | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim |
|                 | Thank you for your patience.   |

|                 |   |
|-----------------|---|
| allison corado  | thank you   |
|                 | I hope thats it   |
| Shubham Kataria | you're welcome  |
|                 | Is there anything else I may help you with ?  |
| allison corado  | not at this time. thanks  |
| 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.   |
|                 | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working.   |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ) |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                   |

*Shubham Kataria has ended this chat session*

## Visitor Details

**#78588 Mike Fisher**

**Email:** fisherelectricinc@icloud.com ☎ 18313457463

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SCOTTS VALLEY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

## Visitor Details

**#77849 fkoons**

**Email:** russ@keypre.com  116102975220

**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:** ALLENtown

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

|          |   |
|----------|---|
| fkoons   | Hello, I am your Acebuddy   |
| Acebuddy | Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!  |
|          | Whom Would You Like to Connect With?  |
| fkoons   | Technical Support (QB & App Hosting)  |
| Acebuddy | Welcome to Ace Support.   |
|          | Please chose an option :  |
| fkoons   | I'd like to raise a Request   |
| Acebuddy | Please select your request type.  |
|          | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re |

*Ended due to chat idle timeout*

## Visitor Details

### #77807 accountant

**Email:** accountant@silversfs.com  7472192947

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Performance\\_Max&utm\\_term=&utm\\_adgroup=&gad\\_source=1&gad\\_campaign](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaign)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

|                 |   |
|-----------------|---|
| accountant      | My Ace is running slow  |
| Mohit           | Thank you for contacting ACE. My name is Mohit. I will be assisting you further.<br><br><i>Mohit is transferring the chat to Aayush.</i>  |
|                 | <i>Aayush declined the transfer request.</i>  |
|                 | <i>Mohit is transferring the chat to Support(QB &amp; App Hosting).</i>   |
| accountant      | Hi Mohit, Could you please check and assist why my ace is running slow as I'm not even able to open files<br><br><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.<br><br>I will be surely assisting you with this. Kindly help me with your server name and user name?   |
| accountant      | Silvers Financial Services<br><br>Benny<br><br>Smith<br><br>BennySM   |
| Shubham Kataria | Thank you for the information.<br><br>Kindly confirm if you're the only user who is facing this issue.  |
| accountant      | I think so  |
| Shubham Kataria | Could you please confirm if other users also facing slowness on server  |
| accountant      | Sure let me check   |
| Shubham Kataria | Thank you   |
| accountant      | I think shubham all are gone for the day  |
| Shubham Kataria | No problem.<br><br>May I take the remote access of your Local computer?   |
| accountant      | Sure  |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.<br><br><a href="https://assist.acecloudhosting.com/join/2982296471">https://assist.acecloudhosting.com/join/2982296471</a><br><br>Kindly paste this link in the browser of local computer and join the session. |
| accountant      | sure  |
| Shubham Kataria | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim<br><br>Thank you for your patience.  |
|                 | As per our recent chat conversation your issue has been resolved.   |
|                 | Is there anything else I may help you with ?  |
| accountant      | Not at the moment, please open a ticket for me  |

|  |   |
|--|---|
|  | thanks for help   |
| Shubham Kataria                                    | Sure, I will keep the ticket open for next 24 hours and once the window update completed. please reboot your system.  |
| accountant   | You're welcome  |
| Shubham Kataria                                    | Sure will do  |
|  | 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.   |
|  | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working.   |
|  | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ) |
|  | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                   |
| <i>Shubham Kataria has ended this chat session</i> |   |

#### Visitor Details -----

**#77810 Jamie Graham**  
**Email:** j.graham@premiergroupmgmt.com   
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** <https://www.acecloudhosting.com/>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 10 Secs  
**City:** NEW BRAUNFELS  
**State:** Texas  
**Country:** UNITED STATES

#### Chat Transcript -----

|              |                           |
|--------------|---------------------------|
| Jamie Graham | Hello, I am your Ac       |
| Acebuddy     | Hello Jamie Grah          |
|              | Whom Would You L          |
| Jamie Graham | Technical Support i       |
| Acebuddy     | Welcome to Ace S          |
|              | Please chose an op        |
| Jamie Graham | I'd like to report an     |
| Acebuddy     | Please select an op       |
| Jamie Graham | Other Issue               |
| Acebuddy     | Please specify the        |
| Jamie Graham | having trouble usir       |
|              | enterprise one tha        |
| Acebuddy     | Please wait while v       |
|              | <i>Acebuddy (bot) for</i> |
|              | <i>Yash Ahi accepted</i>  |
| Yash Ahi     | Thank you for cont        |
|              | Hi Jamie. How are :       |
| Jamie Graham | good-thank you            |
| Yash Ahi     | I will surely help yo     |
|              | Could you please h        |
| Jamie Graham | premier racquet m         |
| Yash Ahi     | Thank you for the i       |
|              | Thank you for your        |
|              | May I take the rem        |
| Jamie Graham | yes                       |
| Yash Ahi     | Alright, could you j      |
| Jamie Graham | yes i am logged in        |
| Yash Ahi     | Prior providing the       |
|              | I just sent you a re      |
|              | We are connected          |
|              | the time, I am putt       |
|              | give your confirma        |
|              | Could you please t        |

Alright Jamie, now

Jamie Graham thank you!!

Yash Ahi You're welcome.

Is there anything e

Jamie Graham no thanks!

Yash Ahi I would greatly app

After this chat you

Thank you for choc

You may end this c  
conversation, alon

I request you to kir  
working. I will appr  
Thanks!

Note: You may cha  
(<https://selfcare.ac>

For self-help, checl

Jamie Graham will do! thanks aga

Yash Ahi You're welcome Jar

*Yash Ahi has ended the conversation*

## Visitor Details

**#77997 George Fowler**

**Email:** gpmfowler@gmail.com ☎ 847899176

**Department:** Support(QB & App Hosting)

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

|               |   |
|---------------|---|
| George Fowler | Hello, I am your Ac   |
| Acebuddy      | Hello George Fowler   |
|               | Whom Would You Like To Report?                                |
| George Fowler | Technical Support   |
| Acebuddy      | Welcome to Ace Support  |
|               | Please chose an option  |
| George Fowler | I'd like to report an issue                                   |
| Acebuddy      | Please select an option                                       |
| George Fowler | Other Issue   |
| Acebuddy      | Please specify the issue retrieving file                      |
| George Fowler | issue retrieving file   |
| Acebuddy      | Please wait while we process your request                     |
|               | <i>Acebuddy (bot) for support</i>                             |
|               | <i>Ankit accepted the request</i>                             |
| Ankit         | Thank you for contacting us                                   |
| George Fowler | hello ankit. there is a problem with my candleelite           |
|               | can you help me get it resolved                               |
| Ankit         | I deeply apologize for any inconvenience caused               |
|               | I will be surely assist you with this issue                   |
| George Fowler | George Fowler   |
|               | Candleelite   |
| Ankit         | Thank you for the update                                      |
|               | Kindly allow me 4-5 days to resolve this issue                |
| George Fowler | ok  |
|               | <i>Ankit is transferring the issue to Candleelite support</i> |
|               | <i>Shivam Singh accepted the request</i>                      |

|               |  |
|---------------|--|
| Shivam Singh  | Hi, my name is Shi   |
|               | May I take the rem   |
| George Fowler | yes  |
| Shivam Singh  | George, Prior provi  |
| George Fowler | ok that is complete  |
|               | go ahead   |
| Shivam Singh  | Thanks for your co   |
|               | George, seems like   |
|               | George, Is there ar  |
| George Fowler | that is all thanks   |
| Shivam Singh  | I would greatly app<br>smileys at the end                                    |
|               | You may end this c<br>conversation, alon                                     |
|               | I request you to kin<br>working. I will appr<br>Thanks!                      |
|               | Note: You may cha<br>( <a href="https://selfcare.ac">https://selfcare.ac</a> |
|               | For self-help, checl   |
|               | Thank you for choo   |

*Shivam Singh has*

#### Visitor Details

#78812 davis

Email: davis@straighttalkcpas.com ☎ 6:

**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 7 Secs  
**City:** GUADALUPE  
**State:** Alajuela  
**Country:** COSTA RICA

### Chat Transcript

|              |                   |
|--------------|-------------------|
| davis        | Hello, I am yo    |
| Acebuddy     | Hello Davis Du    |
|              | Whom Would        |
| davis        | Technical Supp    |
| Acebuddy     | Welcome to Ace    |
|              | Please chose a    |
| davis        | I'd like to raise |
| Acebuddy     | Please select a   |
| davis        | Application Up    |
| Acebuddy     | Please send us    |
|              | update once t     |
|              | Typically, the e  |
|              | Do you need a     |
| davis        | Yes               |
| Acebuddy     | Please wait wh    |
|              | Acebuddy (bot)    |
|              | Manish Singh      |
| Manish Singh | Thank you for     |
|              | today.            |
|              | Hii Davis, how    |
| davis        | hello Manish      |
|              | I logged into A   |
|              | when I clicked    |

I tried to reins  
it is the Taxdo  
Manish Singh Alright, I will s  
davis ty  
Manish Singh May I know yc  
davis Davis.D@strai  
Manish Singh StraightTalk.m  
davis where can I ve  
yeah that is it  
I just checked  
Manish Singh May I know th  
davis the app setup  
is at download  
called Taxdom  
Manish Singh Downloading i  
Successfully ir  
davis ok let me see  
I get a black s  
I logged out a  
Manish Singh Try to login no  
davis ok  
all good now  
thanks  
Manish Singh I would greatly  
clicking on sm  
Thank you for  
You may end t  
regarding this  
I request you t  
how I am work  
quality@acecl  
Note: You may  
Portal (<https://>

For self-help, c  
(<https://www.e>

*Manish Singh*