

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 12:16:57 AM

#82506 Sharon Kaiser
Email: sharon@hbastax.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 35 Secs
City: COLUMBUS
State: Ohio
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 2 Secs

| | | |
|-----------------|--|---------------------|
| Sharon Kaiser | Hello, I am your Acebuddy | 13 Oct, 12:16:57 AM |
| Acebuddy | Hello Sharon Kaiser, I'm your Ace Buddy. I'll be happy to assist you! | 12:16:58 AM |
| | Whom Would You Like to Connect With? | 12:16:58 AM |
| Sharon Kaiser | Technical Support (QB & App Hosting) | 12:17:12 AM |
| Acebuddy | Welcome to Ace Support. | 12:17:12 AM |
| | Please chose an option : | 12:17:12 AM |
| Sharon Kaiser | I'd like to report an Issue | 12:17:19 AM |
| Acebuddy | Please select an option! | 12:17:19 AM |
| Sharon Kaiser | Other Issue | 12:17:25 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:17:25 AM |
| Sharon Kaiser | Cannot log on to Ace, although i am putting the correct password in | 12:17:40 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:17:41 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:17:41 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 12:18:15 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 12:18:24 AM |
| | | |

| | | |
|-----------------|---|-------------|
| | Hello Sharon, I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:18:41 AM |
| Sharon Kaiser | Sharno.Kaiser@myrealdata.net | 12:19:03 AM |
| | HBAS.myrealdata.net | 12:19:16 AM |
| | Sharon.Kaiser@myrealdata.net | 12:19:32 AM |
| | sorry I had a typo | 12:19:36 AM |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 12:20:38 AM |
| | Thank you for your patience. | 12:24:27 AM |
| | Please try login now. | 12:24:38 AM |
| Sharon Kaiser | ok I'm in. any idea what the issue was? | 12:25:22 AM |
| | thank you! | 12:25:23 AM |
| Ashutosh Mishra | The account was locked; it could be due to few failed attempts at login. | 12:26:28 AM |
| Sharon Kaiser | ok | 12:26:36 AM |
| Ashutosh Mishra | Is there anything else I may help you with ? | 12:26:43 AM |
| Sharon Kaiser | all good here thanks so much | 12:26:50 AM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 12:26:53 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 12:26:56 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Ashutosh Mishra has ended this chat session</i> | 12:26:59 AM |



the ADMINU side. I have spoken with a tech and her said it's about \$14 a month, I was supposed to wait for an email and still dont have on. I dont have anymore time to wait how do I get this added to our server now? This is under Deane CPA, LLC and it is for the ADMIN U side with the email Leah@lrdpayroll.com so I can access outlook, word, excel apps on the server as I cant now and now i cant send invoices

Visitor Details

2 Oct, 11:26:46 PM

#82186 Leah Deane

Email: leah@lrdpayroll.com 📞 17044565692

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

Website: <https://www.acecloudhosting.com/contact-us/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 18 Secs

| | | |
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| Leah Deane | I need to have microsoft apps for enterprise added to our server on the ADMINU side. I have spoken with a tech and her said it's about \$14 a month, I was supposed to wait for an email and still dont have on. I dont have anymore time to wait how do I get this added to our server now? This is under Deane CPA, LLC and it is for the ADMIN U side with the email Leah@lrdpayroll.com so I can access outlook, word, excel apps on the server as I cant now and now i cant send invoices | 2 Oct, 11:26:46 PM |
| Aayush Verma | Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. | 11:27:05 PM |
| Leah Deane | But I dont understand why I cant get this done faster and have to wait for this guy who clearly isnt sending an email I just need this done | 11:27:10 PM |
| Aayush Verma | I apologize for the inconvenience caused to you. May I know the name of the person to whom you have given the request? | 11:28:12 PM |
| Leah Deane | I have no idea | 11:29:22 PM |
| | I was on the phone using this number 704-456-5692 | 11:29:35 PM |
| Aayush Verma | May I know if this was someone from the support team or the Sales team? I will forward this accordingly. | 11:30:49 PM |
| | Found some details. | 11:31:21 PM |
| Leah Deane | I believe it was support | 11:31:37 PM |
| | I just need someone to add that for me so I can get access now | 11:31:48 PM |

| | | |
|--------------------|--|-------------|
| | I havent been able to bill my clients in months because of this and cant wait any longer | 11:32:11 PM |
| Aayush Verma | I understand, let me forward the request to support they will assist. | 11:32:32 PM |
| | <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i> | 11:33:08 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 11:33:54 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 11:34:01 PM |
| | Hello Deana | 11:34:20 PM |
| Leah Deane | I need to have microsoft apps for enterprise added to our server on the ADMINU side. I have spoken with a tech and her said it's about \$14 a month, I was supposed to wait for an email and still dont have on. I dont have anymore time to wait how do I get this added to our server now? This is under Deane CPA, LLC and it is for the ADMIN U side with the email Leah@lrdpayroll.com so I can access outlook, word, excel apps on the server as I cant now and now i cant send invoices | 11:34:25 PM |
| | I just need it to be added now I dont have anymore time to wait for this email | 11:34:57 PM |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:35:03 PM |
| Leah Deane | I cant even bill my clients that I need to and havnt for month s | 11:35:09 PM |
| | AdminU | 11:35:24 PM |
| | DeaneCPA server name | 11:35:31 PM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. | 11:35:55 PM |
| | Thank you for your patience. | 11:41:39 PM |
| | As checked on your behalf, the ticket is already open and our team is actively working on it. They will provide you with updates via email shortly. We sincerely apologize for the delay in response and appreciate your patience. | 11:41:40 PM |
| Leah Deane | Ok so are they adding this to it so I can use the apps? | 11:42:04 PM |
| | thats all I need to know is that it's going to get done | 11:42:15 PM |
| Sujeet Kumar Suman | Please allow us approximately 2 hours. Sharath will give you a call and help resolve the issue. | 11:43:45 PM |
| | Is there anything else I may help you with ? | 11:44:03 PM |
| Leah Deane | ok so they havent just added this to our plan then ? | 11:44:11 PM |
| | There isnt anything else to update unless this has been added so I am a little confused unless he is adding this? | 11:45:14 PM |
| Sujeet Kumar Suman | Not yet, but Sharath will confirm and inform you shortly. | 11:45:16 PM |
| Leah Deane | why do we have to wait to hours to confirm something we are adding? | 11:45:38 PM |
| Sujeet Kumar Suman | Apologies for the inconvenience caused due to this delay. | 11:47:16 PM |
| | I am just checking with the team. Please allow me a moment. | 11:48:46 PM |
| Leah Deane | thank u | 11:49:35 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 11:51:57 PM |

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| | As checked with Sharath, we need to follow the proper procedure to provide access. Due to a high volume of tickets, our team is working diligently to respond to you as soon as possible. | 11:52:06 PM |
| Leah Deane | ok so then how much longer will it be once he finally get the email and I can tell him to add the monthly charge | 11:53:00 PM |
| Sujeet Kumar Suman | As we have already informed you, this will take approximately 2 hours. | 11:54:02 PM |
| Leah Deane | I understand I wont get an email but that email was so I could just tell him yes I wanted to do this so then he will obviously have to put that through so how long will that take then is what I am asking so i can access my apps | 11:55:03 PM |
| | How long from when he finally emails me and I confirm yes I want it added will it take to gets access to the apps part is what I am trying to ask | 11:55:51 PM |
| | so I know if I will be able to bill today | 11:55:58 PM |
| Sujeet Kumar Suman | Once the chat ends, we will notify you via your email with the application and license price details. (Edited) | 11:56:26 PM |
| Leah Deane | WHatever thats not helping me, I will just have to plan to get this done tomorrow as it is getting later and by the time I can even confirm it will be to late to bill my clients | 11:57:40 PM |
| Sujeet Kumar Suman | We deeply apologize for the inconvenience caused. We completely understand your situation and the assistance you require regarding the license. As checked, you already have the license from GoDaddy. Please note that once you activate the app for Enterprise, you will no longer be able to use the mailbox. | 11:58:32 PM |
| Leah Deane | what mailbox? | 11:59:02 PM |
| | He said I could use outlook | 11:59:10 PM |
| Sujeet Kumar Suman | Yes, outlook. | 11:59:34 PM |
| Leah Deane | so I wont be able to use outlook | 11:59:48 PM |
| | ? | 11:59:49 PM |
| Sujeet Kumar Suman | As checked and confirmed with Sharath, the mailbox will no longer be usable for app for enterprise. | 3 Oct, 12:00:33 AM |
| Leah Deane | So I wont be able to access my leah@lrdpayroll.com email? | 12:02:06 AM |
| | or use outlook? | 12:02:24 AM |
| Sujeet Kumar Suman | We apologize for the previous miscommunication with Sharath. The license you currently have was purchased from GoDaddy. Please note that Outlook emails will not be accessible within the Enterprise app. | 12:02:26 AM |
| Leah Deane | Well that doesnt help me at all and now I have wasted way to much time on this | 12:03:47 AM |
| | I will not need this any longer and will go with go daddy the whole point is needing outlook email access as well | 12:04:42 AM |
| Sujeet Kumar Suman | We apologize for the inconvenience. For better understanding, Sharath will call you shortly and assist you with your concern. | 12:05:09 AM |
| | Are we still connected here? | 12:07:49 AM |
| | Are we still connected here? | 12:09:20 AM |
| | | |

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| steven | Other Request | 10:26:44 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 10:26:44 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 10:26:44 PM |
| steven | Yes, I'm facing issues with my server | 10:26:53 PM |
| Acebuddy | Please select an option! | 10:26:53 PM |
| steven | Other Issue | 10:26:57 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:26:57 PM |
| steven | Need administrative access | 10:27:11 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:27:11 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:27:11 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 10:28:07 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 10:28:12 PM |
| | Hello Steven, how are you? | 10:28:26 PM |
| | Are we still connected here? | 10:29:22 PM |
| steven | good | 10:29:43 PM |
| | i need to get admin access to resolve an app issue i am having with lacerte | 10:30:02 PM |
| Anjainay Singh | I understand your concern Steven, could you please specify the issue you are facing at your end with Lacerte? | 10:30:36 PM |
| steven | I dont have adequate permissions for the Lacerte tech support to troubleshoot the application | 10:31:19 PM |
| | can you please give me the admin access to my server | 10:31:38 PM |
| Anjainay Singh | Could you please show me the error at your end , Steven? | 10:32:16 PM |
| | May I take the remote access of your server? | 10:32:47 PM |
| steven | No just give me the admin access so Lacerte can run their troubleshooting a | 10:33:14 PM |
| Anjainay Singh | Sure , I will send you the disclaimer over an email just refer it and approve the request so that I can grant you the admin access. | 10:34:17 PM |
| | Is there anything else I may help you with ? | 10:34:38 PM |
| steven | no i just need the access | 10:34:47 PM |
| Anjainay Singh | Yes Steven its just a step to grant you the admin access. | 10:35:32 PM |
| | I will surely provide it to you. | 10:35:56 PM |
| steven | ok | 10:36:00 PM |
| Anjainay Singh | I will send an disclaimer just refer it and provide your approval so that I can provide you the admin rights after the chat. | 10:36:34 PM |
| | | 10:36:40 PM |

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| | Steven, Is there anything else I may help you with? | |
| | Are we still connected here? | 10:37:20 PM |
| steven | yes | 10:37:39 PM |
| Anjainay Singh | is there anything else I can assist you with apart from providing you the admin rights? (Edited) | 10:38:22 PM |
| steven | no | 10:38:37 PM |
| Anjainay Singh | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 10:38:41 PM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 10:38:52 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:38:58 PM |
| steven | ok | 10:39:01 PM |
| | do i have the access? | 10:39:05 PM |
| Anjainay Singh | Yes instantly you approve the admin right request on email I will instantly provide you the admin rights. | 10:40:03 PM |
| steven | send it | 10:40:37 PM |
| Anjainay Singh | I am disconnecting the chat so I can send you the email instantly as an email will be generated after this chat gets disconnected Steven. | 10:41:19 PM |
| | Please share your positive feedback by clicking on smiling emoji Steven. I am disconnecting the chat. | 10:42:23 PM |
| | <i>Anjainay Singh has ended this chat session</i> | 10:42:26 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 3:44:50 PM

#82569 fady.hocheimy

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

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: MARIETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 40 Secs

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| fady.hocheimy | Hello, I am your Acebuddy | 14 Oct, 3:44:50 PM |
| Acebuddy | Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you! | 3:44:52 PM |
| | Whom Would You Like to Connect With? | 3:44:52 PM |
| fady.hocheimy | Technical Support (QB & App Hosting) | 3:45:00 PM |
| Acebuddy | Welcome to Ace Support. | 3:45:00 PM |
| | Please chose an option : | 3:45:00 PM |
| fady.hocheimy | I'd like to report an Issue | 3:45:06 PM |
| Acebuddy | Please select an option! | 3:45:06 PM |
| fady.hocheimy | Other Issue | 3:45:26 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 3:45:26 PM |
| fady.hocheimy | Windows 10 | 3:45:35 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 3:45:36 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 3:45:36 PM |
| | <i>Abhishek Rakwal declined the transfer request.</i> | 3:45:43 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 3:45:49 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 3:45:54 PM |
| | Yes, Fady how may I assist you? | 3:46:24 PM |
| fady.hocheimy | hi Manish | 3:46:26 PM |
| | we are seeing this message | 3:46:30 PM |
| | <i>3:46:43 PMfady.hocheimy is sharing a file with you</i> Screenshot 2025-10-14 at 6.12.52 AM.png - (Size:141.4 KB) | 3:46:43 PM |
| Manish Singh | Is it in QuickBooks? | 3:48:19 PM |
| fady.hocheimy | yes | 3:48:56 PM |
| Manish Singh | We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application. We regularly apply all latest security patches and updates released by Microsoft without any | 3:49:42 PM |

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| | delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance. | |
| fady.hocheimy | ok thanks | 3:50:34 PM |
| | cool | 3:50:35 PM |
| Manish Singh | Is there anything else I may help you with ? | 3:50:44 PM |
| | Are we still connected here? | 3:51:12 PM |
| fady.hocheimy | no thankst | 3:52:09 PM |
| | take care | 3:52:11 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 3:52:21 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 3:52:27 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 3:52:30 PM |
| | <i>Manish Singh has ended this chat session</i> | 3:52:31 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82428 lin.yang

Email: lin.yang@changcpa.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

9 Oct, 11:20:25 PM

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 49 Secs
City: WARWICK
State: Rhode Island
Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins

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|--------------|--|--------------------|
| lin.yang | Hello, I am your Acebuddy | 9 Oct, 11:20:25 PM |
| Acebuddy | Hello Lin.yang, I'm your Ace Buddy. I'll be happy to assist you! | 11:20:26 PM |
| | Whom Would You Like to Connect With? | 11:20:26 PM |
| lin.yang | Technical Support (QB & App Hosting) | 11:20:51 PM |
| Acebuddy | Welcome to Ace Support. | 11:20:51 PM |
| | Please chose an option : | 11:20:51 PM |
| lin.yang | I'd like to report an Issue | 11:20:57 PM |
| Acebuddy | Please select an option! | 11:20:57 PM |
| lin.yang | Other Issue | 11:21:03 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:21:03 PM |
| lin.yang | I tried to open Drake Software. But an error message kept me from opening it . It says "Another instance of Drake Tax Software is already running; would you like to start a second copy?". But the second copy won't work either. | 11:23:12 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:23:12 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:23:13 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 11:23:26 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 11:23:31 PM |
| lin.yang | Hi Sanyam! | 11:23:40 PM |
| Sanyam Madan | Hello , how are you doing | 11:23:51 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:24:09 PM |
| lin.yang | user name is LinYa | 11:24:27 PM |
| | not sure about server name. maybe my company's name? | 11:24:45 PM |
| | J CHANG CPA | 11:24:51 PM |
| Sanyam Madan | Kindly allow me two minutes to check the same. | 11:24:57 PM |
| lin.yang | Thank you very much! | 11:25:06 PM |
| Sanyam Madan | May I take the remote access of your server? | 11:25:47 PM |

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|--|---|---------------------|
| lin.yang | of course | 11:26:04 PM |
| | Drake 2024 | 11:26:33 PM |
| | only this one wont work. the other ones - Drake 2023 , etc. can run property | 11:27:01 PM |
| | properly | 11:27:05 PM |
| Sanyam Madan | okay | 11:27:13 PM |
| lin.yang | you can skip the update | 11:29:10 PM |
| | yes, the screen froze | 11:29:33 PM |
| | cannot do anything with it | 11:29:40 PM |
| Sanyam Madan | okay | 11:29:43 PM |
| lin.yang | and i properly log off drake 24 last night. this whole error thing just happened this morning | 11:31:19 PM |
| | my colleagues Drake works with no issue | 11:31:38 PM |
| Nilanshu Pandey assigned this chat to Sujeet Kumar Suman of Support(QB & App Hosting). | | 11:33:35 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 11:34:02 PM |
| | Hello Lin. | 11:34:06 PM |
| lin.yang | hi | 11:34:41 PM |
| Sujeet Kumar Suman is transferring the chat to Sanyam Madan. | | 11:35:41 PM |
| Sanyam Madan accepted the chat transfer request. | | 11:35:46 PM |
| Sanyam Madan | Please log in now | 11:39:41 PM |
| | We are reconfiguring some settings from the backend | 11:44:13 PM |
| lin.yang | got it thank you! | 11:44:33 PM |
| Sanyam Madan | Please log in now | 11:45:41 PM |
| | Okay , we need to reboot the server now to apply the changes | 11:49:37 PM |
| lin.yang | sure | 11:49:45 PM |
| Sanyam Madan | Please log in now and let us know if everything is working fine. | 11:51:17 PM |
| lin.yang | k let try it | 11:51:33 PM |
| Sanyam Madan | yes, please | 11:53:31 PM |
| lin.yang | still froze | 11:54:57 PM |
| Sanyam Madan | Please allow me some more time | 11:57:22 PM |
| lin.yang | take your time | 11:59:39 PM |
| Sanyam Madan | I apologize for any delay. Thank you for your patience. | 10 Oct, 12:08:01 AM |
| | Please log in now and let us know | 12:08:17 AM |
| | | |

| | | |
|--------------|--|-------------|
| lin.yang | ok | 12:08:23 AM |
| Sanyam Madan | yes | 12:10:41 AM |
| lin.yang | I think it works normally now! | 12:12:56 AM |
| Sanyam Madan | Is there anything else I may help you with ? | 12:13:02 AM |
| | Thanks for the confirmation ! | 12:13:11 AM |
| lin.yang | May i have a chat history sent to my email? | 12:13:42 AM |
| | just in case i run into this issue in the future | 12:13:55 AM |
| Sanyam Madan | Yes sure, I will mail you with the chat transcript once this chat end . | 12:14:13 AM |
| | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 12:14:18 AM |
| | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 12:14:22 AM |
| | <i>Sanyam Madan has ended this chat session</i> | 12:14:26 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 11:55:59 PM

#82281 June Davis

Email: jdavis@usvi.law 📞 340-773-6955

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: CHRISTIANSTED

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Chat Duration : 5 Mins 38 Secs

| | | |
|------------|---------------------------|--------------------|
| June Davis | Hello, I am your Acebuddy | 6 Oct, 11:55:59 PM |
|------------|---------------------------|--------------------|

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 2:44:10 AM

#82777 Elvia Cruz
Email: elvia@southwestcreations.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: ALBUQUERQUE
State: New Mexico
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 58 Secs

| | | |
|--------------------------------|--|--------------------|
| Elvia Cruz | Hello, I am your Acebuddy | 21 Oct, 2:44:10 AM |
| Acebuddy | Hello Elvia Cruz, I'm your Ace Buddy. I'll be happy to assist you! | 2:44:10 AM |
| | Whom Would You Like to Connect With? | 2:44:10 AM |
| Elvia Cruz | Technical Support (QB & App Hosting) | 2:44:18 AM |
| Acebuddy | Welcome to Ace Support. | 2:44:18 AM |
| | Please chose an option : | 2:44:18 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 3:29:08 AM |
| Ended due to chat idle timeout | | 3:29:08 AM |



Chat Transcript

Hello, I am your Acebuddy

#82679 Julia Konononova

Email: julia@jkaccountinggroup.com 📞 17863181505

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

| | | |
|------------------|--|--------------------|
| Julia Konononova | Hello, I am your Acebuddy | 16 Oct, 8:30:52 AM |
| Acebuddy | Hello Julia Konononova, I'm your Ace Buddy. I'll be happy to assist you! | 8:30:53 AM |
| | Whom Would You Like to Connect With? | 8:30:53 AM |
| Julia Konononova | Technical Support (QB & App Hosting) | 8:30:59 AM |
| Acebuddy | Welcome to Ace Support. | 8:30:59 AM |
| | Please chose an option : | 8:30:59 AM |
| Julia Konononova | I'd like to raise a Request | 8:31:07 AM |
| Acebuddy | Please select your request type. | 8:31:08 AM |
| Julia Konononova | Reboot your Server | 8:31:15 AM |
| Acebuddy | Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion. | 8:31:15 AM |
| | Do you need any further assistance on the topic? | 8:31:15 AM |
| Julia Konononova | Yes | 8:31:20 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 8:31:20 AM |
| | Acebuddy (bot) forwarded the chat request | 8:31:20 AM |
| | Ankit Kumar accepted the chat transfer request. | 8:31:38 AM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today. | 8:31:46 AM |
| Julia Konononova | Hi Ankit | 8:31:51 AM |
| | I sent an email ealier. There is an issue with the server.Re:[## 787054 ##] URGENT- SERVER ISSUE. ATX software is not connecting to EFC | 8:32:36 AM |

| | | |
|------------------|--|------------|
| | I have a tax deadline in less then an hour | 8:32:51 AM |
| | this is a major issue that is going to result in penalties from IRS | 8:33:04 AM |
| | please advise what is going on and what is the resolution | 8:33:25 AM |
| | i`ve worked in ATX ealier today and everythign was working just fine | 8:33:45 AM |
| Ankit Kumar | I deeply apologize for the inconvenience caused to you. | 8:33:47 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:33:53 AM |
| Julia Konononova | Server Name: JKATX1.myrealdata.net | 8:34:27 AM |
| | admin | 8:34:28 AM |
| Ankit Kumar | Thank you for details. | 8:35:02 AM |
| | Kindly allow me 3-4 minutes to check the same. | 8:35:13 AM |
| Julia Konononova | thnak you | 8:35:17 AM |
| Ankit Kumar | Julia, Is it okay if we reboot the server once and check. | 8:37:35 AM |
| Julia Konononova | yes please | 8:37:48 AM |
| Ankit Kumar | Thanks for the confirmation ! I have rebooted the server, it might take 2-3 min. | 8:40:30 AM |
| Julia Konononova | ok | 8:40:38 AM |
| | let me know | 8:40:40 AM |
| Ankit Kumar | Julia, Please check now the server is up and running. | 8:41:13 AM |
| Julia Konononova | let me do that | 8:41:31 AM |
| | i am going to try to login to ATX and run efiling again | 8:42:51 AM |
| | please give me a few | 8:42:57 AM |
| Ankit Kumar | Sure, please take your time. | 8:43:06 AM |
| Julia Konononova | i got the same error | 8:44:23 AM |
| | failed to connect to EFC | 8:44:34 AM |
| | the service is unavailable | 8:44:46 AM |
| | same thing is i try to receive Acks | 8:45:00 AM |
| | AI Overview "ATX failed to connect to WFC" is a technical error message that most likely refers to a workstation running the ATX tax preparation software being unable to connect to the Windows Communication Foundation (WCF) server on a local network. This error has nothing to do with the computer motherboard standard also known as ATX or the Wells Fargo stock ticker (WFC). Common causes for the connectivity issue include a misconfigured server, firewall interference, or an installation problem on the network. | 8:46:01 AM |
| Ankit Kumar | Julia, this might take some time, is it okay if I drop you an email once this is fixed. | 8:50:27 AM |
| Julia Konononova | i have literally 40 min left. can it be resolved? | 8:50:58 AM |
| Ankit Kumar | Julia, I completely understand that you’re working against a deadline and the server issue is causing | |

| | | |
|------------------|---|------------|
| | inconvenience. We will try our best to get this resolved. | 8:51:40 AM |
| Julia Konononova | if it is not resolved and penalties of late filing would follow, i will have to pass it on to you guys to pay | 8:52:12 AM |
| | my client couldn` t care less of my issues with serber | 8:52:52 AM |
| | i hope you understand | 8:52:57 AM |
| | server* | 8:53:06 AM |
| Ankit Kumar | Julia, yes we are working on it | 8:55:00 AM |
| Julia Konononova | i will be waiting for your email with confirmation that issue is being resolved in next 20-25 min. I will need time to login, and actually click efile button | 8:55:50 AM |
| | yes? | 8:57:02 AM |
| Ankit Kumar | Sure, We will try our best to get this resolved. | 8:59:45 AM |
| | Is there anything else I may help you with ? | 8:59:48 AM |
| Julia Konononova | i will be lookign for your email thanks | 9:00:02 AM |
| Ankit Kumar | Is there anything else I may help you with ? | 9:04:05 AM |
| | Are we still connected here? | 9:09:29 AM |
| | Are we still connected here? | 9:09:32 AM |

Julia Konononova has ended this chat session

9:09:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 7:34:48 PM

#82124 Elvis Rodriguez

Email: elvis.rodriguez@castlewalk.us 📞 13346355622

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: VILLA SANTA FE

State: Managua
Country: NICARAGUA

Chat Transcript

Chat Duration : 19 Mins 44 Secs

| | | |
|-----------------|--|-------------------|
| Elvis Rodriguez | Hello, I am your Acebuddy | 1 Oct, 7:34:48 PM |
| Acebuddy | Hello Elvis Rodriguez, I'm your Ace Buddy. I'll be happy to assist you! | 7:34:49 PM |
| | Whom Would You Like to Connect With? | 7:34:49 PM |
| Elvis Rodriguez | Technical Support (QB & App Hosting) | 7:34:53 PM |
| Acebuddy | Welcome to Ace Support. | 7:34:53 PM |
| | Please chose an option : | 7:34:53 PM |
| Elvis Rodriguez | I'd like to report an Issue | 7:34:58 PM |
| Acebuddy | Please select an option! | 7:34:58 PM |
| Elvis Rodriguez | Other Issue | 7:35:02 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:35:02 PM |
| Elvis Rodriguez | I want to remove RAM | 7:35:20 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:35:21 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:35:21 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 7:36:08 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 7:36:17 PM |
| | Hello Elvis , how are you doing | 7:36:33 PM |
| Elvis Rodriguez | Hi Sanyam your support removing the additional ram | 7:36:47 PM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:36:56 PM |
| Elvis Rodriguez | server: Castillo Poltry LLC user: Elvis Rodriguez | 7:37:38 PM |
| | Additional 20 GB RAM on Private Cloud @\$300/Month we do not longer need that extra RAM | 7:38:04 PM |
| Sanyam Madan | Thank you for the information and allow 2 minutes to check the same. | 7:38:27 PM |
| Elvis Rodriguez | ok | 7:38:33 PM |
| Sanyam Madan | We have noted your request and will proceed with removing the 20GB of RAM that was previously added to the server, as per ticket #446225. | 7:44:54 PM |
| | As the removal of RAM requires a server reboot, this task will be carried out during night hours to minimize impact. We will update you via email once the process is completed. | 7:45:57 PM |
| | Is there anything else I may help you with ? | 7:46:42 PM |
| | Are we still connected here? | 7:49:10 PM |
| | | |

| | | |
|-----------------|--|------------|
| | Are we still connected here? | 7:51:09 PM |
| | Are we still connected here? | 7:53:13 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 7:53:15 PM |
| Elvis Rodriguez | yes | 7:53:17 PM |
| Sanyam Madan | We have noted your request and will proceed with removing the 20GB of RAM that was previously added to the server, as per ticket #446225. | 7:53:30 PM |
| | As the removal of RAM requires a server reboot, this task will be carried out during night hours to minimize impact. We will update you via email once the process is completed. | 7:53:43 PM |
| Elvis Rodriguez | that is the | 7:53:48 PM |
| Sanyam Madan | Is there anything else I may help you with ? | 7:54:00 PM |
| Elvis Rodriguez | no sir | 7:54:08 PM |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 7:54:16 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:54:19 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 7:54:33 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82256 dawn reid

Email: admin@southboundbuildersnc.com 📞 19194261902

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: BATH

State: North Carolina

Country: UNITED STATES

| | | |
|----------------|--|-------------------|
| dawn reid | Hello, I am your Acebuddy | 6 Oct, 7:27:44 PM |
| Acebuddy | Hello Dawn Reid, I'm your Ace Buddy. I'll be happy to assist you! | 7:27:45 PM |
| | Whom Would You Like to Connect With? | 7:27:45 PM |
| dawn reid | Technical Support (QB & App Hosting) | 7:27:56 PM |
| Acebuddy | Welcome to Ace Support. | 7:27:56 PM |
| | Please chose an option : | 7:27:56 PM |
| dawn reid | I'd like to raise a Request | 7:28:07 PM |
| Acebuddy | Please select your request type. | 7:28:07 PM |
| dawn reid | Other Request | 7:28:16 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:28:16 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:28:16 PM |
| dawn reid | Yes, I'm facing issues with my server | 7:28:29 PM |
| Acebuddy | Please select an option! | 7:28:29 PM |
| dawn reid | Other Issue | 7:28:36 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:28:36 PM |
| dawn reid | User removed server link and we need to get another so he can connect | 7:29:24 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:29:24 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:29:24 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 7:29:41 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 7:30:26 PM |
| dawn reid | thank you | 7:30:40 PM |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:30:41 PM |
| dawn reid | the user is Cass Gijewski - caass@southboundbuildersnc.com | 7:31:46 PM |
| | Server is Southbound Builders I believe | 7:32:10 PM |
| Shubham Maurya | Thanks for the confirmation ! Please allow few minutes to check this. | 7:33:11 PM |
| dawn reid | ok | 7:36:18 PM |
| Shubham Maurya | Thank you for your patience. We have fetched your account details now we are generating RDP file for you. | 7:37:59 PM |
| dawn reid | ok | 7:38:19 PM |
| | | |

| | | |
|----------------|--|------------|
| Shubham Maurya | You can also download RDP file and manage users through Myportal. https://myportal.acecloudhosting.com | 7:39:24 PM |
| | User ID will be CID72453 and user forgot password option to change password. | 7:39:59 PM |
| dawn reid | So I can save this link and the login information should a user do this again? | 7:40:49 PM |
| Shubham Maurya | https://we.tl/t-MuIXUdBMQ7 | 7:42:09 PM |
| | Please download RDP file using above link for user cass@southboundbuildersnc.com | 7:42:33 PM |
| | Only admin have access to this portal which is admin@southboundbuildersnc.com | 7:43:17 PM |
| dawn reid | Ok is it ok for me to save that link in the event he does again? | 7:45:01 PM |
| Shubham Maurya | Sure, you can save this portal link and login using admin credentials to download RDP files and manage users on this account. | 7:46:03 PM |
| dawn reid | Thank you | 7:46:31 PM |
| Shubham Maurya | Most welcome Dawn ! | 7:46:51 PM |
| | Is there anything else I may help you with ? | 7:46:53 PM |
| dawn reid | I think we are good. | 7:47:57 PM |
| Shubham Maurya | Thank you for confirming ! Have a good one. | 7:48:54 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:48:56 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:49:01 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 7:49:07 PM |



Chat Transcript

Hello, I am your Acebuddy

#82690 curt.anderson

Email: curt.anderson@nciusa.com

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: 18 Secs

City: LANCASTER

State: Pennsylvania

Country: UNITED STATES

| | | |
|---------------|--|--------------------|
| curt.anderson | Hello, I am your Acebuddy | 16 Oct, 6:37:22 PM |
| Acebuddy | Hello Curt.anderson, I'm your Ace Buddy. I'll be happy to assist you! | 6:37:23 PM |
| | Whom Would You Like to Connect With? | 6:37:23 PM |
| curt.anderson | Technical Support (QB & App Hosting) | 6:37:28 PM |
| Acebuddy | Welcome to Ace Support. | 6:37:28 PM |
| | Please chose an option : | 6:37:28 PM |
| curt.anderson | I'd like to report an Issue | 6:37:37 PM |
| Acebuddy | Please select an option! | 6:37:37 PM |
| curt.anderson | Password Reset | 6:37:42 PM |
| Acebuddy | Please select an option below | 6:37:42 PM |
| | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 6:37:52 PM |
| | Do you need any further assistance on the topic? | 6:37:52 PM |
| curt.anderson | Not Enrolled to Selfcare Portal | 6:37:52 PM |
| | Yes | 6:38:06 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 6:38:06 PM |
| | Acebuddy (bot) forwarded the chat request | 6:38:06 PM |
| | Manish Singh accepted the chat transfer request. | 6:38:32 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 6:38:37 PM |
| curt.anderson | Hello, I forgot my password to Ace Hosting. Can you help me? | 6:39:12 PM |
| | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Oct, 1:13:24 AM


#82239 Angela Angela Head
Email: angela@belugaair.com 📞 190722358256
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: 47 Secs
City: HOMER
State: Alaska
Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 15 Secs

| | | |
|--------------------|--|-------------------|
| Angela Angela Head | Hello, I am your Acebuddy | 5 Oct, 1:13:25 AM |
| Acebuddy | Hello Angela Head, I'm your Ace Buddy. I'll be happy to assist you! | 1:13:26 AM |
| | Whom Would You Like to Connect With? | 1:13:26 AM |
| Angela Angela Head | Technical Support (QB & App Hosting) | 1:13:29 AM |
| Acebuddy | Welcome to Ace Support. | 1:13:29 AM |
| | Please chose an option : | 1:13:29 AM |
| Angela Angela Head | I'd like to raise a Request | 1:13:33 AM |
| Acebuddy | Please select your request type. | 1:13:33 AM |
| Angela Angela Head | Password Reset | 1:13:39 AM |
| Acebuddy | Please select an option below | 1:13:39 AM |
| Angela Angela Head | Not Enrolled to Selfcare Portal | 1:13:44 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 1:13:44 AM |
| | Do you need any further assistance on the topic? | 1:13:44 AM |
| Angela Angela Head | Yes | 1:13:50 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:13:50 AM |

| | | |
|--------------------|--|------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:13:50 AM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 1:14:05 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 1:14:14 AM |
| Angela Angela Head | Hello Ashutosh I am really really locked out of my account | 1:14:28 AM |
| | Can't get hints right; password is wrong, email to verify is wrong | 1:14:44 AM |
| Ashutosh Mishra | Hello Angela, I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:14:54 AM |
| Angela Angela Head | Angela.q.10 | 1:15:25 AM |
| Ashutosh Mishra | Please also let me know the business name registered with Ace. | 1:16:18 AM |
| Angela Angela Head | well this might be a problem. Is it Beluga Air LLC? | 1:16:46 AM |
| Ashutosh Mishra | I have found the account Angela A Head with your registered email address, however, cannot find any account named Baluga Air LLC. | 1:18:55 AM |
| Angela Angela Head | ok well that's good! It's an old business.. | 1:19:16 AM |
| | one of the times I tried to log in it showed up and I got worried | 1:19:38 AM |
| Ashutosh Mishra | The username in this business account is Angela.PA | 1:20:08 AM |
| | I have made some changes from the backend please try login now with existing password. | 1:21:54 AM |
| | Are we still connected here? | 1:23:50 AM |
| Angela Angela Head | yes I'm trying still no luck | 1:24:45 AM |
| | tried to reset, tried to log in , tried on server | 1:24:53 AM |
| Ashutosh Mishra | Please allow me to inform now you can reset the password using My Portal. | 1:26:33 AM |
| | Login to the portal: Go to: https://myportal.acecloudhosting.com/login Username: CID64615 If you don't have the password, click " Forgot Password " . A verification code will be sent to the registered email address (***angela@belugaair.com***) . | 1:27:47 AM |
| Angela Angela Head | will this always be my username? | 1:28:36 AM |
| Ashutosh Mishra | CID64615 will be your My Portal username, for server the username will be Angela.PA | 1:29:23 AM |
| | Reset the password: After logging in, go to Manage → Users . Select the username ("UserName") for which you want to reset the password. Click on Select an Action → Reset Password . Follow the prompts to complete the reset. | 1:31:28 AM |
| Angela Angela Head | "uNABLE to process the request please try again later" | 1:32:38 AM |
| Ashutosh Mishra | May I take the remote access of your local computer? | 1:33:23 AM |
| Angela Angela Head | yes | 1:33:29 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 1:33:48 AM |

| | | |
|---|--|------------|
| Angela Angela Head | OK | 1:33:57 AM |
| Ashutosh Mishra | Kindly paste this link in the browser of local computer and join the session. | 1:34:09 AM |
| | https://assist.acecloudhosting.com/join/1232519902 | 1:34:11 AM |
| Angela Angela Head | Are you in? | 1:36:25 AM |
| Ashutosh Mishra | Yes, We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:36:49 AM |
| | <i>The visitor's email address and phone number were changed.</i> | 1:39:16 AM |
| | As per discussion over the remote session, The issue is resolved by resetting password through My Portal. | 1:51:52 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 1:52:22 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:52:30 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:52:37 AM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 1:52:41 AM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82539 rhernandez

Email: rhernandez@usmicroproducts.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

13 Oct, 9:26:35 PM

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: AUSTIN


State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 8 Secs

| | | |
|--------------------|---|--------------------|
| rhernandez | Hello, I am your Acebuddy | 13 Oct, 9:26:36 PM |
| Acebuddy | Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you! | 9:26:36 PM |
| | Whom Would You Like to Connect With? | 9:26:36 PM |
| rhernandez | Technical Support (QB & App Hosting) | 9:26:40 PM |
| Acebuddy | Welcome to Ace Support. | 9:26:40 PM |
| | Please chose an option : | 9:26:40 PM |
| rhernandez | I'd like to report an Issue | 9:26:50 PM |
| Acebuddy | Please select an option! | 9:26:50 PM |
| rhernandez | Other Issue | 9:27:18 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:27:18 PM |
| rhernandez | QB log on | 9:27:29 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:27:30 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:27:30 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:27:58 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 9:28:04 PM |
| rhernandez | something is wrong with my logon | 9:28:23 PM |
| Sujeet Kumar Suman | Hello Rhia | 9:28:32 PM |
| rhernandez | the other team members are not having a problem | 9:28:37 PM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 9:28:45 PM |
| rhernandez | mine is NOT asking me for a password anymore | 9:28:47 PM |
| Sujeet Kumar Suman | No worries, I will definitely assist you with this. | 9:29:17 PM |
| | Are you the only one experiencing this issue, or are others affected as well? | 9:29:28 PM |
| rhernandez | just me right now | 9:29:35 PM |
| | | |

| | | |
|--|---|------------|
| Sujeet Kumar Suman | Could you please confirm if you are receiving an error? | 9:29:57 PM |
| rhernandez | no, just a blank screen in QB | 9:30:09 PM |
| Sujeet Kumar Suman | I sincerely apologize for the inconvenience caused. | 9:30:27 PM |
| | When was the last time you were able to access the server? | 9:30:31 PM |
| | <i>9:30:41 PMrhernandez is sharing a file with you</i> <i>image.png</i> - (<i>Size:78.52 KB</i>) | 9:30:41 PM |
| | <i>9:30:45 PMrhernandez is sharing a file with you</i> <i>image.png</i> - (<i>Size:78.52 KB</i>) | 9:30:45 PM |
| | Thank you for the screenshot. | 9:31:03 PM |
| rhernandez | OK - it is now reset | 9:32:00 PM |
| Sujeet Kumar Suman | As checked from the backend, multiple QuickBooks applications were open on the server. We have closed the QuickBooks applications from our end. Could you please check, cancel any unnecessary instances, and confirm? | 9:32:11 PM |
| rhernandez | I'll let my team know and reach out back to you as needed. | 9:32:35 PM |
| | Thank you | 9:32:37 PM |
| Sujeet Kumar Suman | Appreciate the update. Kindly reach out to us if any further support is required. | 9:33:12 PM |
| | Is there anything else I may help you with ? | 9:33:16 PM |
| rhernandez | No, again Thank you! | 9:33:23 PM |
| Sujeet Kumar Suman | Most welcome. | 9:33:33 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 9:33:36 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:33:40 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | 9:33:42 PM |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 9:33:44 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 4:51:42 PM

#82913 itsupport

Email: itsupport@advancefinserv.com ☎ 918887771848

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: DELHI


State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 37 Mins 36 Secs

| | | |
|-----------|--|--------------------|
| itsupport | Hello, I am your Acebuddy | 24 Oct, 4:51:43 PM |
| Acebuddy | Hello Shahsi, I'm your Ace Buddy. I'll be happy to assist you! | 4:51:44 PM |
| | Whom Would You Like to Connect With? | 4:51:44 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 5:29:19 PM |
| | Ended due to chat idle timeout | 5:29:19 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 5:54:25 PM

#82788 carrie morrell


Email: officemanager@woodlawnandlandscaping.com ☎ 2527275301

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: 32 Secs
City: NEWPORT
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 15 Secs

| | | |
|----------------|---|--------------------|
| carrie morrell | Hello, I am your Acebuddy | 21 Oct, 5:54:26 PM |
| Acebuddy | Hello Carrie Morrell, I'm your Ace Buddy. I'll be happy to assist you! | 5:54:27 PM |
| | Whom Would You Like to Connect With? | 5:54:27 PM |
| carrie morrell | Technical Support (QB & App Hosting) | 5:54:30 PM |
| Acebuddy | Welcome to Ace Support. | 5:54:30 PM |
| | Please chose an option : | 5:54:30 PM |
| carrie morrell | I'd like to report an Issue | 5:54:37 PM |
| Acebuddy | Please select an option! | 5:54:37 PM |
| carrie morrell | Other Issue | 5:54:41 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 5:54:41 PM |
| carrie morrell | can't connect to vpn | 5:54:51 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 5:54:51 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:54:51 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 5:55:11 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 5:55:16 PM |
| | I will surely help you with this issue. | 5:55:29 PM |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 5:55:39 PM |
| carrie morrell | yes | 5:55:45 PM |
| | just me so far | 5:55:51 PM |
| Manish Singh | Kindly allow me two minutes to check the same. | 5:56:09 PM |
| carrie morrell | k | 5:56:14 PM |
| Manish Singh | Carrie, Are you using VPN on your local end or Server end? | 5:56:52 PM |

| | | |
|--|--|------------|
| carrie morrell | i don't know. i have it on my computer and my boss has on his computer, both of us can't be on at the same time though | 5:58:01 PM |
| Manish Singh | Wood Lawn & Landscaping Is this your account name and if yes, Garry is the only active user on this account. | 5:58:52 PM |
| carrie morrell | yes | 5:59:17 PM |
| Manish Singh | And this is a shared server. | 5:59:48 PM |
| carrie morrell | i guess so | 6:00:09 PM |
| | if i am on it for quickbooks, he isn't, | 6:00:25 PM |
| Manish Singh | It seems that a VPN is installed on your system. I suggest you contact your local IT team for assistance with this issue. | 6:01:12 PM |
| | Alright! | 6:01:32 PM |
| | May I take the remote access of your local computer? | 6:01:40 PM |
| carrie morrell | yes | 6:01:46 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/9382464466 | 6:02:28 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:02:31 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 6:02:34 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:04:19 PM |
| | Is there anything else I may help you with ? | 6:16:31 PM |
| carrie morrell | no | 6:17:20 PM |
| Manish Singh | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 6:17:29 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 6:17:34 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | 6:17:38 PM |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! | |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Manish Singh has ended this chat session</i> | 6:17:41 PM |
| <div></div> | | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 12:33:38 AM

#82887 Arron Forbes
Email: irzad.zamcorp@gmail.com 📞 15926741503
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: 24 Secs
City: BETERVERWAGTING
State: Demeraramahaica
Country: GUYANA

Chat Transcript

Chat Duration : 16 Mins 2 Secs

| | | |
|--------------|--|---------------------|
| Arron Forbes | Hello, I am your Acebuddy | 24 Oct, 12:33:38 AM |
| Acebuddy | Hello Arron Forbes, I'm your Ace Buddy. I'll be happy to assist you! | 12:33:39 AM |
| | Whom Would You Like to Connect With? | 12:33:39 AM |
| Arron Forbes | Technical Support (QB & App Hosting) | 12:34:07 AM |
| Acebuddy | Welcome to Ace Support. | 12:34:07 AM |
| | Please chose an option : | 12:34:07 AM |
| Arron Forbes | I'd like to report an Issue | 12:34:14 AM |
| Acebuddy | Please select an option! | 12:34:14 AM |
| Arron Forbes | Other Issue | 12:34:18 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:34:18 AM |
| Arron Forbes | Add Excel to user account | 12:34:39 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:34:39 AM |

| | | |
|----------------|--|-------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:34:39 AM |
| | <i>Gaurav kumar declined the transfer request.</i> | 12:34:45 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 12:35:53 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 12:35:59 AM |
| Arron Forbes | Hi I am following up on ticket ID 790055 | 12:36:12 AM |
| Anjainay Singh | Sure Arron , please allow me two minutes so that I can check it at my end. | 12:36:45 AM |
| | Please be patient with me , I am checking the access for Excel for requested user. | 12:38:18 AM |
| Arron Forbes | Sure | 12:39:29 AM |
| Anjainay Singh | As I have checked that user does not have access to Excel. | 12:40:04 AM |
| | I would also like to inform you that you can directly provide the excel access to user from My Portal. | 12:40:32 AM |
| Arron Forbes | oh nice | 12:40:39 AM |
| | I can attempt to try | 12:40:45 AM |
| Anjainay Singh | Sure. | 12:40:52 AM |
| | <i>12:41:48 AMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:59.76 KB)</i> | 12:41:48 AM |
| | <i>You need to toggle the MS-Office option for Sales to right to enable the excel access.</i> <i>Please also note that the charges for adding an excel to user is \$5.99/user/month</i> | |
| Arron Forbes | Noted | 12:43:31 AM |
| | I just tried that thanks | 12:43:36 AM |
| | So after I've done that, what next? | 12:43:50 AM |
| Anjainay Singh | User will now be able to export the reports in QuickBooks. (Edited) | 12:44:13 AM |
| Arron Forbes | ok so they need to log off their session | 12:44:23 AM |
| Anjainay Singh | Yes they may try by logging out and logging back into the server. | 12:44:51 AM |
| | <i>12:45:33 AMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:19.05 KB)</i> | 12:45:33 AM |
| | <i>Settings have been updated.</i> | |
| | Could you please confirm if it is resolved? | 12:47:15 AM |
| Arron Forbes | Hi it's resolved | 12:47:45 AM |
| | thanks | 12:47:45 AM |
| Anjainay Singh | Is there anything else I may help you with ? | 12:48:17 AM |
| Arron Forbes | not at the moment thanks | 12:48:26 AM |
| Anjainay Singh | Please also do me a small favor. | 12:48:31 AM |
| | Please click on smiling emoji to provide your positive feedback. | 12:48:50 AM |
| | | |

| | | |
|-------------|---|-------------|
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:49:07 AM |
| | Please do share your positive feedback 😊 | 12:49:36 AM |
| | Anjainay Singh has ended this chat session | 12:49:41 AM |
| <div></div> | | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 8:45:41 PM


#82361 Rhys Babich
Email: rbabich@oaksbrands.com 📞 585 200 6987
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: ROCHESTER
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 31 Secs

| | | |
|-------------|---|-------------------|
| Rhys Babich | Hello, I am your Acebuddy | 8 Oct, 8:45:41 PM |
| Acebuddy | Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you! | 8:45:42 PM |
| | Whom Would You Like to Connect With? | 8:45:42 PM |
| Rhys Babich | Technical Support (QB & App Hosting) | 8:45:46 PM |
| Acebuddy | Welcome to Ace Support. | 8:45:46 PM |
| | Please chose an option : | 8:45:46 PM |
| Rhys Babich | I'd like to report an Issue | 8:45:52 PM |
| Acebuddy | Please select an option! | 8:45:52 PM |
| Rhys Babich | Other Issue | 8:45:57 PM |

| | | |
|--------------------|--|------------|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:45:57 PM |
| Rhys Babich | Users logging in get a message stating "Remote Desktop License Issue. There is a problem with your remote desktop license. Your session will disconnect in 60 minutes" | 8:46:35 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:46:35 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:46:35 PM |
| | <i>Arjun Sikarwar declined the transfer request.</i> | 8:46:49 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 8:47:15 PM |
| Rhys Babich | thanks | 8:47:19 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 8:47:22 PM |
| | Hello Rhys | 8:47:29 PM |
| Rhys Babich | Hi Sujeet! | 8:47:42 PM |
| Sujeet Kumar Suman | How are you doing? | 8:48:24 PM |
| Rhys Babich | Good. Except for the RDP issue we are having | 8:48:37 PM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 8:48:41 PM |
| Rhys Babich | it happens | 8:48:47 PM |
| Sujeet Kumar Suman | Sure, I can help with that. Let me look into it for you. | 8:48:52 PM |
| Rhys Babich | Thanks | 8:48:56 PM |
| Sujeet Kumar Suman | Kindly allow 2 minutes to check the same. | 8:50:52 PM |
| Rhys Babich | ok | 8:50:56 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 8:51:54 PM |
| | Sorry for the inconvenience. We made the necessary changes from the backend to resolve the issue you encountered. | 8:52:01 PM |
| | Please sign out of the server and sign back in to apply the changes. Once done, check if the issue persists and let us know the outcome. | 8:52:11 PM |
| Rhys Babich | Ok, so the users will be fine once they log back in? | 8:52:28 PM |
| Sujeet Kumar Suman | Yes, that's correct | 8:53:16 PM |
| | Once the users sign out and log back in, the issue should be resolved. | 8:53:36 PM |
| Rhys Babich | thanks | 8:54:47 PM |
| Sujeet Kumar Suman | Most welcome Rhys. | 8:55:20 PM |
| | Is there anything else I may help you with ? | 8:55:23 PM |
| | Are we still connected here? | 8:57:46 PM |
| | Are we still connected here? | 8:59:12 PM |
| | | |

| | | |
|--|---|------------|
| | Are we still connected here? | 9:01:06 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 9:01:11 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 9:01:13 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 10:08:44 PM

#82645 jjiang

Email: jjiang@federalfilings.com ☎ 6262974637

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: 25 Secs

City: PERUNGUDI

State: Tamil Nadu

Country: INDIA

Chat Transcript

Chat Duration : 21 Mins 58 Secs

| | | |
|----------|--|---------------------|
| jjiang | Hello, I am your Acebuddy | 15 Oct, 10:08:45 PM |
| Acebuddy | Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you! | 10:08:46 PM |
| | Whom Would You Like to Connect With? | 10:08:46 PM |
| jjiang | Technical Support (QB & App Hosting) | 10:09:14 PM |
| Acebuddy | Welcome to Ace Support. | 10:09:14 PM |
| | Please chose an option : | 10:09:14 PM |
| jjiang | I'd like to report an Issue | 10:13:31 PM |
| Acebuddy | Please select an option! | 10:13:31 PM |
| | | |

| | | |
|--------------|--|-------------|
| jjiang | QuickBooks Issue | 10:13:37 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:13:37 PM |
| jjiang | Other QB related issue | 10:13:59 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:13:59 PM |
| jjiang | We're facing an issue with downloading reports from QBD into Excel. When we try to download a report by clicking on the Excel option, the "Create new worksheet" option is disabled. | 10:14:49 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:14:49 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:14:49 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 10:15:18 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 10:15:38 PM |
| | I will surely help you with this issue. | 10:16:20 PM |
| jjiang | Hi Manish, thank you for reaching out. I appreciate your assistance today. Looking forward to resolving this issue with your help. | 10:17:34 PM |
| Manish Singh | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 10:17:54 PM |
| | Are we still connected here? | 10:19:41 PM |
| | Are we still connected here? | 10:20:42 PM |
| jjiang | Yes, this is the first time I've encountered this issue | 10:22:44 PM |
| Manish Singh | May I take the remote access of your server? | 10:23:19 PM |
| | Are we still connected here? | 10:25:30 PM |
| | Are we still connected here? | 10:29:02 PM |
| | Are we still connected here? | 10:30:13 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:30:40 PM |
| | <i>Manish Singh has ended this chat session</i> | 10:30:43 PM |



2 Oct, 12:25:07 AM

Visitor Details

#82151 shari

Email: shari@jkservicesinc.com 📞 18054079440

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: 18 Secs

City: RENO

State: Nevada

Country: UNITED STATES

| Chat Transcript | | Chat Duration : 36 Mins 47 Secs |
|--|---|---------------------------------|
| shari | Hello, I am your Acebuddy | 2 Oct, 12:25:07 AM |
| Acebuddy | Hello Shari Rogers, I'm your Ace Buddy. I'll be happy to assist you! | 12:25:08 AM |
| | Whom Would You Like to Connect With? | 12:25:08 AM |
| shari | Technical Support (QB & App Hosting) | 12:25:29 AM |
| Acebuddy | Welcome to Ace Support. | 12:25:29 AM |
| | Please chose an option : | 12:25:29 AM |
| shari | I'd like to report an Issue | 12:25:32 AM |
| Acebuddy | Please select an option! | 12:25:33 AM |
| shari | QuickBooks Issue | 12:25:36 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:25:36 AM |
| shari | Other QB related issue | 12:25:39 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:25:39 AM |
| shari | credit card usb processor not working | 12:25:51 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:25:51 AM |
| Acebuddy (bot) forwarded the chat request | | 12:25:51 AM |
| Abhay Kumar Saraswat accepted the chat transfer request. | | 12:26:01 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 12:26:07 AM |
| | We were connected before on previous chat but you disconnected. | 12:27:06 AM |
| | Is there any network related issue at your end? | 12:27:29 AM |
| | | |

| | | |
|--|--|-------------|
| shari | ni | 12:28:30 AM |
| | no | 12:28:31 AM |
| Abhay Kumar Saraswat | Okay. | 12:28:54 AM |
| shari | you guys did an update for Beacon and then Jim quit accessing | 12:29:08 AM |
| Abhay Kumar Saraswat | I would like to take remote session from your local PC. | 12:29:35 AM |
| | Previously you copied and paste the link into the server browser. | |
| | https://assist.acecloudhosting.com/join/3962487875 | 12:29:45 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 12:30:04 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 12:32:50 AM |
| Abhay Kumar Saraswat has ended this chat session | | 1:01:55 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 1:16:45 PM

#83101 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 35 Secs

City: ANAND


State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 9 Mins 23 Secs

| | | |
|----------|--|------------|
| krisika | Hello, I am your Acebuddy | PM |
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! | 1:16:47 PM |
| | Whom Would You Like to Connect With? | 1:16:47 PM |
| krisika | Technical Support (QB & App Hosting) | 1:16:50 PM |
| Acebuddy | Welcome to Ace Support. | 1:16:50 PM |
| | Please chose an option : | 1:16:50 PM |
| krisika | I'd like to report an Issue | 1:17:07 PM |
| Acebuddy | Please select an option! | 1:17:07 PM |
| krisika | Other Issue | 1:17:22 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:17:22 PM |
| krisika | Hi | 1:18:15 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:18:17 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:18:17 PM |
| | <i>Rohan accepted the chat transfer request.</i> | 1:18:44 PM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 1:18:47 PM |
| krisika | Quickbook working very slow in all users | 1:19:00 PM |
| Rohan | Hello Krisika, how are you doing today ? | 1:19:06 PM |
| | I will surely help you with this issue. | 1:19:12 PM |
| | Kindly allow me two minutes to check the same. | 1:19:14 PM |
| krisika | Ok | 1:19:19 PM |
| Rohan | Thank you for your patience. Could you please confirm at which specific point it gets slow (for example, while using a particular functionality or accessing a specific feature)? | 1:21:20 PM |
| krisika | Any time | 1:22:51 PM |
| Rohan | Thanks for the confirmation ! | 1:24:14 PM |
| | If a specific document or functionality is involved, does it work properly in a sample file? | 1:24:22 PM |
| krisika | Quickbook working properly in all users | 1:25:00 PM |
| | Thank you | 1:25:03 PM |
| Rohan | Is it working fine now ? | 1:25:24 PM |
| krisika | Yes | 1:25:45 PM |
| Rohan | Thanks for the confirmation ! | 1:25:50 PM |
| | Is there anything else I may help you with ? | 1:25:52 PM |
| krisika | No | 1:25:58 PM |

| | | |
|--|--|------------|
| | Thank you | 1:26:01 PM |
| Rohan | Thanks for the confirmation ! | 1:26:03 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:26:05 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 1:26:07 PM |
| | <i>Rohan has ended this chat session</i> | 1:26:09 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82154 Jeff Osborne

Email: jeff@pipelineproducts.com 📞 7607448907

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 12 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

2 Oct, 2:06:20 AM

Chat Transcript

Chat Duration : 38 Mins 6 Secs

Jeff Osborne

| | | |
|--------------|--|-------------------|
| | Hello, I am your Acebuddy | 2 Oct, 2:06:20 AM |
| Acebuddy | Hello Jeff Osborne, I'm your Ace Buddy. I'll be happy to assist you! | 2:06:21 AM |
| | Whom Would You Like to Connect With? | 2:06:21 AM |
| Jeff Osborne | VDI/DaaS Support | 2:06:52 AM |
| Acebuddy | Please wait while we connect you to an available Representative. | 2:06:52 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 2:06:52 AM |
| | <i>Pradeep Kumar accepted the chat transfer request.</i> | 2:07:01 AM |
| | <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> | 2:07:38 AM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 2:08:10 AM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 2:08:18 AM |
| Jeff Osborne | hello | 2:08:25 AM |
| | we have more people using our server on a daily basis and are seeing everything get slower and slower. I would like to see if there is something we can do to improve our performance. | 2:10:04 AM |
| Manish Singh | I will surely help you with this issue. | 2:11:44 AM |
| | Could you please let me know the last time you were able to access the server without any slowness? | 2:12:32 AM |
| Jeff Osborne | I was using the system last night without issue, but earlier today several of my users complained that the system was crawling. | 2:13:43 AM |
| Manish Singh | Kindly allow me two minutes to check the same. | 2:14:15 AM |
| Jeff Osborne | ok | 2:14:27 AM |
| | <i>2:17:34 AMManish Singh is sharing a file with you</i> <i>image.png - (Size:273.44 KB)</i> | 2:17:34 AM |
| | <i>This is the graph of CPU utilization, Memory utilization report seems to be fine.</i> | |
| Manish Singh | Let me check the disk space. | 2:18:03 AM |
| | The CPU and RAM on the server are functioning properly; however, the low disk space is likely causing the slowness. | 2:19:51 AM |
| | This is the report for last 2 days. | 2:20:17 AM |
| | <i>2:21:33 AMManish Singh is sharing a file with you</i> <i>image.png - (Size:5.81 KB)</i> | 2:21:33 AM |
| Jeff Osborne | How much space do we currently have? | 2:22:55 AM |
| | <i>2:23:22 AMManish Singh is sharing a file with you</i> <i>image.png - (Size:29.16 KB)</i> | 2:23:22 AM |
| Manish Singh | We will try to add CPU too to check it will help in resolving the issue. | 2:24:16 AM |
| Jeff Osborne | I did get a low space warning logging in this time. How much space de we have, can we improve how it is allocated and what would the costs be in adding additional space? | 2:27:05 AM |
| Manish Singh | | 2:27:55 AM |

| | | |
|--------------|--|------------|
| | I will email you with all the report and will add space and CPU to check to resolve the issue. | |
| | <i>Plan 1 = 200 GB : \$120/mo</i> <i>Plan 2 = 100GB : \$60/mo</i> <i>Plan 3 = 80 GB : \$50/mo</i> <i>Plan 4 = 60 GB : \$40/mo</i> <i>Plan 5 = 40 GB : \$28/mo</i> | 2:28:33 AM |
| | For now, I have added 5 GB space in C:/ drive as testing purpose to see if space is the issue. | 2:30:54 AM |
| Jeff Osborne | I dont mind adding more space but i would like to know how much I currently have and how it's allocated. I i add more will it be assigned to the C drive? | 2:33:32 AM |
| | sorry, IF i add more will it be assigned to the C drive? | 2:34:00 AM |
| Manish Singh | As I have added that 5 GB space now the total space in C:/ is 19.87 GB out of 144.45 GB | 2:35:19 AM |
| | <i>2:35:31 AMManish Singh is sharing a file with you</i> <i>image.png - (Size:5.49 KB)</i> | 2:35:31 AM |
| | As You have 13 active users and according to application you use, I will suggest you to for Plan 4 | 2:37:13 AM |
| | And after this chat end I will raise a task for increasing CPU to check if this will resolve the issue of slowness. | 2:38:07 AM |
| | CPU will be no cost to you. | 2:38:25 AM |
| Jeff Osborne | Thank you | 2:38:32 AM |
| Manish Singh | Is there anything else I may help you with ? | 2:38:46 AM |
| Jeff Osborne | Can you please add plan 4 and make sure the space is added to our C drive, not our D drive. | 2:39:29 AM |
| Manish Singh | We need approval on the email, Jeff. | 2:40:07 AM |
| | I will email you on jeff@pipelineproducts.com please give your approval. | 2:40:28 AM |
| Jeff Osborne | I(would also like to see if changes can be made so that Teams is not starting automatically for each user when they log in, not all of them need it and those who do can start it independantly | 2:40:39 AM |
| Manish Singh | Alright, I will remove Teams for Auto start | 2:42:15 AM |
| Jeff Osborne | Thank you, I have not seen the email come through yet | 2:42:41 AM |
| Manish Singh | After this chat end I will email you, Jeff | 2:43:06 AM |
| | Is there anything else I may help you with ? | 2:43:20 AM |
| Jeff Osborne | not at the moment | 2:43:57 AM |
| | thank you, i will look for the email | 2:44:06 AM |
| Manish Singh | Thank you for your patience. | 2:44:12 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 2:44:19 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am | |

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

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/>)

2:44:24 AM

Manish Singh has ended this chat session

2:44:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 11:21:35 PM

#82597 cory
Email: cory@totalfeeds.com 📞 18177711968
Department: Support(QB & App Hosting)
Operator: Dushyant
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 20 Secs
City: WEATHERFORD
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 55 Mins

| | | |
|----------|--|---------------------|
| cory | Hello, I am your Acebuddy | 14 Oct, 11:21:35 PM |
| Acebuddy | Hello Cory, I'm your Ace Buddy. I'll be happy to assist you! | 11:21:36 PM |
| | Whom Would You Like to Connect With? | 11:21:36 PM |
| cory | Technical Support (QB & App Hosting) | 11:21:41 PM |
| Acebuddy | Welcome to Ace Support. | 11:21:41 PM |
| | Please chose an option : | 11:21:41 PM |
| | | |

| | | |
|----------------|---|-------------|
| cory | I'd like to report an Issue | 11:21:47 PM |
| Acebuddy | Please select an option! | 11:21:47 PM |
| cory | Other Issue | 11:21:53 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:21:53 PM |
| cory | I cannot access my account. I do not know the answers to the security questions | 11:22:26 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:22:27 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:22:27 PM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 11:22:36 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 11:22:44 PM |
| | Hello Cory , how are you? | 11:22:55 PM |
| cory | Frustrated | 11:23:07 PM |
| Anjainay Singh | I understand your situation Cory and will surely try best to resolve your issue. | 11:23:54 PM |
| | Could you please confirm since when you are not able to login into the server? | 11:24:28 PM |
| cory | I cannot login to customer support | 11:24:46 PM |
| | Just fix it | 11:24:51 PM |
| Anjainay Singh | Sure. | 11:24:55 PM |
| | May I take the remote access of your local computer? | 11:25:06 PM |
| cory | No | 11:25:11 PM |
| | Its not on my end | 11:25:17 PM |
| | I cannot answer the security questions you are asking me. Do you understand what I am typing? | 11:25:57 PM |
| Anjainay Singh | No worries and yes I understand your concern. | 11:26:14 PM |
| cory | Either remove the security quetins from my account or reset them | 11:26:16 PM |
| Anjainay Singh | Please allow me two minutes . | 11:26:54 PM |
| | Could you please confirm whether you are trying to login into self care to reset your password or into My Portal as it will assist me to provide you accurate resolution. | 11:29:28 PM |
| cory | Self care | 11:29:43 PM |
| Anjainay Singh | Thankyou for your confirmation. | 11:30:37 PM |
| | I am making some changes , please be patient with me . (Edited) | 11:31:21 PM |
| | Cory, I have made some backend changes, could you please try again? | 11:33:30 PM |
| | <div>Could you please let me know if it is done?</div> | 11:35:16 PM |
| cory | That reset it. | 11:36:19 PM |
| | How do I reset the password for HarryAnderson? | 11:36:50 PM |
| | | |

| | | |
|----------------|---|-------------|
| Anjainay Singh | Cory, you may reset it from My Portal . | 11:37:39 PM |
| | Alternatively you may send an email to support@acecloudhosting.com from your registered email address cory@totalfeeds.com so that after your approval over an email I will reset it for you. (Edited) | 11:38:41 PM |
| cory | Is that at different password? | 11:39:27 PM |
| | It is not accepting my username or password | 11:40:35 PM |
| Anjainay Singh | You may send the email instead I will reset the password for Harry Anderson. (Edited) | 11:41:06 PM |
| cory | I cannot log into myportal. It says no account found with the given email id when I try the Forgot Usenam option | 11:42:04 PM |
| Anjainay Singh | I understand it . | 11:42:38 PM |
| | Please try with below details to login into the My Portal My Portal Login URL-https://myportal.acecloudhosting.com/ Username-CID75475 My Portal password- | 11:44:00 PM |
| | I would recommend you to provide me a remote access after closing all your documents so that we can cooperatively reset the password for Harry. | 11:45:38 PM |
| cory | send me a password reset link for myportal. Your system will not email or text me | 11:46:19 PM |
| | It also has the incorrect email address | 11:46:31 PM |
| Anjainay Singh | Thankyou for your confirmation , I am transferring the chat to concerned department as they deal with My Portal login issue | 11:47:27 PM |
| | <i>Anjainay Singh is transferring the chat to Billing.</i> | 11:47:39 PM |
| | <i>Aditya Seth accepted the chat transfer request.</i> | 11:48:25 PM |
| Aditya Seth | Hello Aditya this side from Ace cloud Hosting! | 11:48:48 PM |
| | How may I assist you? | 11:48:58 PM |
| cory | I am not able to login | 11:51:05 PM |
| Aditya Seth | Are we connected? | 11:51:06 PM |
| | Please give me 2 minuets so that we can fetch your details. | 11:51:30 PM |
| | We have sent you the Credentials on your registered email address (cory@totalfeeds.com). Please check your email. | 11:52:57 PM |
| | With the help of the Credentials, you can be able to login into the portal. | 11:53:23 PM |
| | Kindly confirm us as soon as you login into the portal. | 11:53:44 PM |
| cory | I am now locked out. You have me: CoryAnderson and EricAnderson mixed up. I am CoryAnderson cory@totalfeeds.com 817-771-1968 | 11:57:04 PM |
| Aditya Seth | Yes, we have sent you the credentials on your email address (cory@totalfeeds.com). | 11:57:16 PM |
| cory | Now neither of us can log ing because you have mixed up our credentials | 11:57:27 PM |

| | | |
|---|--|---------------------|
| | on your end, not on our computers | 11:57:42 PM |
| Aditya Seth | We have just sent you the credentials, please check your email address. On that email you will receive the username and new password with the help of which you can be able to login. (Edited) | 11:58:45 PM |
| cory | You need to fix the credentials first | 15 Oct, 12:00:06 AM |
| | My name is Cory. My username is CoryAnderson. My email is cory@totalfeeds.com | 12:01:04 AM |
| | You gave the ClientID to both Eric and Cory. | 12:01:34 AM |
| | We are not the same person | 12:01:50 AM |
| Aditya Seth | We have updated your name in our records, and we have also sent you the new credentials on your registered email address. Please check your email address. | 12:02:13 AM |
| | Please try to login again. | 12:02:27 AM |
| cory | Invalid Username/Password | 12:03:19 AM |
| | Unable to process the request. Please try again after some time | 12:03:41 AM |
| Aditya Seth | There is an option showing into the portal to reset the password. Click on that option. | 12:04:28 AM |
| | Or you could just refresh the page and then try to login again. | 12:04:51 AM |
| cory | Maximum login attempts reached | 12:05:37 AM |
| Aditya Seth | So, for this you have to contact our support department. | 12:06:10 AM |
| | I am transferring this chat to them. | 12:06:19 AM |
| | Please wait for 2 to 3 minutes. | 12:06:33 AM |
| <i>Aditya Seth is transferring the chat to Support(QB & App Hosting).</i> | | 12:07:15 AM |
| <i>Dushyant accepted the chat transfer request.</i> | | 12:07:55 AM |
| Dushyant | Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today. | 12:08:00 AM |
| cory | You have the credentials for CoryAnderson and EricAnderon | 12:09:54 AM |
| | Mixed up | 12:10:05 AM |
| | I have been timed out on myportal trying to use the passwrod reset you sent me | 12:10:27 AM |
| Dushyant | I will be surely assisting you with this. | 12:11:17 AM |
| | no problem, i will try my best to fix the issues for you. | 12:11:41 AM |
| | Hi Cory, I am checking the whole chat, please bear with me, i can understand it could be frustrating, i will try my best to help you ASAP. | 12:14:31 AM |
| | Thank you for your paitence, | 12:16:36 AM |
| | You have mentioned earlier that, "Cannot access my account, don't know the answers to the security questions" | 12:17:48 AM |
| | I hope you are not able to access your server right? | 12:18:01 AM |

| | | |
|----------|--|-------------|
| cory | I am not able to access myportal | 12:18:34 AM |
| Dushyant | Okay, i can see you are the admin of your account at myportal, and you can manage user's passwords and reset their passwords from my portal. | 12:19:23 AM |
| cory | If I could log ing | 12:19:43 AM |
| Dushyant | Please log in to https://myportal.acecloudhosting.com/login . Your username will be your CID *number (*CID75475). In case you forget your password, kindly reset it by clicking on 'Forgot Password'. | 12:20:35 AM |
| cory | That is not working. | 12:20:53 AM |
| | That is why I am on this chat | 12:21:04 AM |
| Dushyant | I can understand, May i know is there any error message or you can share us any screenshot of the message you are receiving while trying to login into myportal. | 12:21:56 AM |
| cory | Maximum number of login attempts reached | 12:22:15 AM |
| | You were sending credentials to eric@totalfeeds.com instead of to me at cory@totalfeeds.com | 12:23:01 AM |
| Dushyant | I saw the chat, and the agent sent the credentials over the email "cory@totalfeeds.com" | 12:25:33 AM |
| cory | It says Invalid Username/Password | 12:26:24 AM |
| | I am using CID75475 | 12:26:41 AM |
| | one time temporary password | 12:26:57 AM |
| Dushyant | You are using the same at myportal? | 12:27:29 AM |
| cory | https://myportal.acecloudhosting.com/login | 12:27:58 AM |
| Dushyant | Thank you for the confirmation, | 12:28:17 AM |
| | If it's says invalid username/password, we can try to use private window of browser | 12:28:34 AM |
| | May i know which browser you are using to launch myportal ? | 12:28:47 AM |
| cory | Chrome | 12:30:35 AM |
| | It is not my browser. I am temporarily blocked again | 12:31:02 AM |
| | I successfully changed my password and then was blocked when I entered it. It is not on my computer | 12:31:44 AM |
| Dushyant | Password changed for your myportal right? | 12:32:16 AM |
| cory | Yes | 12:32:21 AM |
| | Your account is temporarily blocked, Please try again after 15 minutes | 12:32:29 AM |
| Dushyant | and once you are trying to use the same password to login into myportal, it's not letting you in and showing blocked right? (Edited) | 12:32:46 AM |
| cory | Yes | 12:33:14 AM |
| Dushyant | In that case, you need to wait for 15 minutes as the prompt saying, and this time we will do one thing here, We will use the incognito mode of the chrome browser and then we will launch my portal (Edited) | 12:35:54 AM |
| | from option forget password we will reset the myportal password and once done we will try to login | 12:36:20 AM |

| | | |
|----------|---|-------------|
| | again and see this helps us or not. | |
| cory | ok | 12:38:34 AM |
| | That di not work. I am locked out for 29:00 minutes again | 12:47:29 AM |
| | lin incognito mode | 12:47:49 AM |
| Dushyant | Okay, please allow me 2-3 minutes.. | 12:48:01 AM |
| | Thank you for your patience. | 12:49:48 AM |
| | cory, is it possible to take the remote access of your local computer? | 12:50:16 AM |
| cory | Why? I still can't attepmt it for 25 min | 12:52:06 AM |
| | Maximum login attempt reached, Please try again after 24:28 mins | 12:52:49 AM |
| Dushyant | No problem, Is it possible you can share a full screen screenshot of the error message? | 12:53:09 AM |
| | <i>12:53:32 AMcory is sharing a file with you</i> <i>image.png - (Size:1.35 MB)</i> | 12:53:32 AM |
| cory | Can you prevent the maximum number of attempts on your end? | 12:54:13 AM |
| Dushyant | Thank you for the screenshot. | 12:54:33 AM |
| | I need to check this with the peers, is it possible from our end or not, kindly bear with me.. | 12:54:53 AM |
| | Thank you for your patience, apologies we cannot reset the maximum number of attempts, You have to wait for the time left to reset it for you. | 1:01:41 AM |
| | Are we still connected? | 1:14:53 AM |
| | Are we still connected? | 1:15:35 AM |
| | Are we still connected? | 1:16:15 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:16:42 AM |
| | <i>Dushyant has ended this chat session</i> | 1:16:46 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83144 jen franco

31 Oct, 1:43:33 AM

Email: jen@dejenetax.com
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 16 Secs
City: REDONDO BEACH
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 4 Secs

| | | |
|--------------------|--|--------------------|
| jen franco | Hello, I am your Acebuddy | 31 Oct, 1:43:34 AM |
| Acebuddy | Hello Jen Franco, I'm your Ace Buddy. I'll be happy to assist you! | 1:43:34 AM |
| | Whom Would You Like to Connect With? | 1:43:34 AM |
| jen franco | Technical Support (QB & App Hosting) | 1:46:50 AM |
| Acebuddy | Welcome to Ace Support. | 1:46:50 AM |
| | Please chose an option : | 1:46:50 AM |
| jen franco | I'd like to report an Issue | 1:50:32 AM |
| Acebuddy | Please select an option! | 1:50:32 AM |
| jen franco | Other Issue | 1:50:36 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:50:36 AM |
| jen franco | problem with remote authenticator | 1:50:55 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:50:55 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:50:55 AM |
| jen franco | can they call me | 1:51:03 AM |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> | 1:51:23 AM |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. | 1:51:34 AM |
| | Jen, we will surely arrange a call back, but it might take some time Please let me know the issue you are facing | 1:53:44 AM |
| | May be I can resolve this issue on chat | 1:54:06 AM |
| jen franco | lety cannot access the remote access she doesnt have access to the dejene email, there should be an alternative email for her to get the authentication number | 1:54:48 AM |
| | she cannot access her computer without getting the authentication | 1:55:21 AM |

| | | |
|--------------------|--|------------|
| Karan Bhattacharya | Please confirm if the user full name is Leticia Cuellar (Edited) | 1:55:41 AM |
| jen franco | yes | 1:55:56 AM |
| | leticia@michaelhinescpa.com | 1:56:54 AM |
| | can you give her the option to check her authentication number to this email' | 1:57:10 AM |
| | we tried earlier but her access was locked for trying too many times | 1:57:38 AM |
| Karan Bhattacharya | let me check the details at backend,please allow few minutes | 1:57:45 AM |
| jen franco | ok | 2:02:26 AM |
| Karan Bhattacharya | Jen, currently this user must be receiving the authentication code on her mail id leticia@dejenetax.com | 2:04:04 AM |
| jen franco | yes | 2:04:14 AM |
| | and she doesnt have access to that yet | 2:04:23 AM |
| | can she have other option like using her old email address | 2:04:50 AM |
| | leticia@michaelhinescpa.com | 2:05:04 AM |
| Karan Bhattacharya | Okay, we can reset the authenticator and she can add the mail id of her choise | 2:06:12 AM |
| jen franco | ok | 2:06:24 AM |
| | let me know so i could try it | 2:06:31 AM |
| Karan Bhattacharya | Jen, we have made some changes from the back end please ask the user to log out once and the re log back in. | 2:09:39 AM |
| | We have updated the her mail id for her account (Edited) | 2:10:04 AM |
| jen franco | wait pls im restarting her computer | 2:10:47 AM |
| Karan Bhattacharya | Sure, please take your time | 2:10:54 AM |
| jen franco | ok thanks still trying to restart | 2:16:41 AM |
| Karan Bhattacharya | ok | 2:16:57 AM |
| | Is it done? | 2:21:19 AM |
| jen franco | nope i tried sending to that email but i dont get a code | 2:23:15 AM |
| | thank you its working now | 2:24:31 AM |
| Karan Bhattacharya | ok,Glad to hear that issue has been resolved | 2:25:35 AM |
| | Is there anything else I can assist you with? | 2:26:00 AM |
| jen franco | thank you and have a great day@ | 2:26:10 AM |
| Karan Bhattacharya | Thank you for your cooperation. | 2:26:29 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am | |

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.

Thanks!

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/>)

2:26:33 AM

Karan Bhattacharya has ended this chat session

2:26:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82608 Staci Daniels

Email: sdanielssommers@vista-research-group.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: CANYON COUNTRY

State: California

Country: UNITED STATES

15 Oct, 1:58:36 AM

Chat Transcript

Chat Duration : 57 Mins 36 Secs

| | | |
|---------------|---|--------------------|
| Staci Daniels | Hello, I am your Acebuddy | 15 Oct, 1:58:37 AM |
| Acebuddy | Hello Staci Daniels, I'm your Ace Buddy. I'll be happy to assist you! | 1:58:38 AM |
| | Whom Would You Like to Connect With? | 1:58:38 AM |
| Staci Daniels | Technical Support (QB & App Hosting) | 1:58:42 AM |
| Acebuddy | Welcome to Ace Support. | 1:58:42 AM |
| | Please chose an option : | 1:58:42 AM |
| | | |

| | | |
|--------------------|---|------------|
| Staci Daniels | I'd like to report an Issue | 1:58:49 AM |
| Acebuddy | Please select an option! | 1:58:49 AM |
| Staci Daniels | Other Issue | 1:59:01 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:59:01 AM |
| Staci Daniels | I am receiving an error message when I attempt to logon to the remote desktop. It says the remote desktop is not available or turned off. | 1:59:46 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:59:46 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:59:46 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 2:00:00 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 2:00:06 AM |
| | Hello Staci | 2:00:11 AM |
| Staci Daniels | Hello! | 2:00:24 AM |
| Sujeet Kumar Suman | How are you doing? | 2:00:34 AM |
| | <i>2:00:37 AMStaci Daniels is sharing a file with you</i> <i>remote desktop error.png</i> - (<i>Size:29.2 KB</i>) | 2:00:37 AM |
| Staci Daniels | Fine thank you! Attached is the error I receive. | 2:00:47 AM |
| Sujeet Kumar Suman | Thank you for the screenshot. | 2:00:50 AM |
| | Are you the only one experiencing this issue, or are others affected as well? | 2:01:03 AM |
| Staci Daniels | Yesterday, another person had a similar message. They had never received it before. I have received this error message often. The 3rd person on our account is not receiving an error message and is able to logon without a problem. | 2:01:53 AM |
| Sujeet Kumar Suman | Thanks for all of the information's. | 2:02:10 AM |
| | When was the last time you were able to access the server? | 2:02:15 AM |
| Staci Daniels | It's been over a year. I am not the primary user of quickbook. I have been having the primary bookkeeper send me what I need. | 2:02:56 AM |
| Sujeet Kumar Suman | No worries, I will surely help you with this issue. | 2:03:05 AM |
| | May I take the remote access of your local computer? | 2:03:09 AM |
| Staci Daniels | Yes, give me one more to close private files. | 2:03:37 AM |
| Sujeet Kumar Suman | Sure, please close all important tabs and documents for not to breach any security concern. | 2:04:44 AM |
| Staci Daniels | Thanks! I'm all set. | 2:05:20 AM |
| Sujeet Kumar Suman | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5952355980 | 2:05:37 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly | 2:07:33 AM |

| | | |
|--|---|------------|
| | give your confirmation on this chat. | |
| | Thank you in advance for your patience. | 2:34:42 AM |
| | Please stay connected; we are working on remote. | 2:34:57 AM |
| | Thank you for your patience. | 2:50:46 AM |
| | As the remote session was disconnected, please confirm once you’re back. | 2:50:47 AM |
| | Are we still connected here? | 2:52:48 AM |
| | Are we still connected here? | 2:54:27 AM |
| | Are we still connected here? | 2:56:08 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 2:56:11 AM |

Sujeet Kumar Suman has ended this chat session

2:56:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 6:57:28 PM

#82627 Rasheem Finley
Email: rfinley@dieselpartsdirect.com
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: 22 Secs
City: BAKER
State: Louisiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 14 Secs

| | | |
|----------------|---------------------------|--------------------|
| Rasheem Finley | Hello, I am your Acebuddy | 15 Oct, 6:57:29 PM |
| | | |

| | | |
|----------------|---|------------|
| Acebuddy | Hello Rasheem Finley, I'm your Ace Buddy. I'll be happy to assist you! | 6:57:30 PM |
| | Whom Would You Like to Connect With? | 6:57:30 PM |
| Rasheem Finley | Technical Support (QB & App Hosting) | 6:57:49 PM |
| Acebuddy | Welcome to Ace Support. | 6:57:49 PM |
| | Please chose an option : | 6:57:49 PM |
| Rasheem Finley | I'd like to raise a Request | 6:58:18 PM |
| Acebuddy | Please select your request type. | 6:58:18 PM |
| Rasheem Finley | Setback | 6:58:25 PM |
| Acebuddy | Welcome to Ace Support. | 6:58:25 PM |
| | Please chose an option : | 6:58:25 PM |
| Rasheem Finley | I'd like to report an Issue | 6:58:34 PM |
| Acebuddy | Please select an option! | 6:58:34 PM |
| Rasheem Finley | Password Reset | 6:58:41 PM |
| Acebuddy | Please select an option below | 6:58:41 PM |
| Rasheem Finley | Already Enrolled to Selfcare Portal | 6:58:45 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 6:58:45 PM |
| | Do you need any further assistance on the topic? | 6:58:45 PM |
| Rasheem Finley | Yes | 7:03:48 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 7:03:48 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:03:48 PM |
| Rasheem Finley | ticket ID 782074 | 7:05:18 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 7:05:39 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 7:05:54 PM |
| Rasheem Finley | Ok thanks | 7:06:14 PM |
| | I know what my password is it was recently reset with the ticket number I gave you. However, I am unable to log into the folder it just keeps coming back with the same message | 7:07:04 PM |
| Manish Singh | I will surely help you with this issue. | 7:07:15 PM |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 7:07:20 PM |
| Rasheem Finley | No, this is not the first time its like the 3rd within a month or so period | 7:08:04 PM |
| | ticket ID 782074 was one of the last tickets that was completed | 7:08:12 PM |
| Manish Singh | May I take the remote access of your local computer? | 7:08:23 PM |
| Rasheem Finley | sure | 7:08:44 PM |

| | | |
|----------------|--|------------|
| Manish Singh | https://assist.acecloudhosting.com/join/5082358833 | 7:08:59 PM |
| | This message has been deleted | 7:09:02 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 7:09:11 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 7:09:14 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 7:11:03 PM |
| | Is there anything else I may help you with ? | 7:19:50 PM |
| Rasheem Finley | No thank you | 7:20:27 PM |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 7:20:32 PM |
| | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 7:20:36 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 7:20:42 PM |
| | <i>Manish Singh has ended this chat session</i> | 7:20:43 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 4 Oct, 12:05:03 AM

#82222 hamerenterprisespllc
Email: hamerenterprisespllc@outlook.com ☎ 4065440089
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: MISSOULA
State: Montana
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 8 Secs

| | | |
|----------------------|--|--------------------|
| hamerenterprisespllc | Hello, I am your Acebuddy | 4 Oct, 12:05:04 AM |
| Acebuddy | Hello Hamerenterprisespllc, I'm your Ace Buddy. I'll be happy to assist you! | 12:05:05 AM |
| | Whom Would You Like to Connect With? | 12:05:05 AM |
| hamerenterprisespllc | Technical Support (QB & App Hosting) | 12:05:21 AM |
| Acebuddy | Welcome to Ace Support. | 12:05:21 AM |
| | Please chose an option : | 12:05:21 AM |
| hamerenterprisespllc | I'd like to raise a Request | 12:05:31 AM |
| Acebuddy | Please select your request type. | 12:05:31 AM |
| hamerenterprisespllc | Application Update | 12:05:41 AM |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. | 12:05:41 AM |
| | Typically, the application update is performed overnight. | |
| | Do you need any further assistance on the topic? | 12:05:41 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 12:39:13 AM |
| | Ended due to chat idle timeout | 12:39:13 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82430 shylesh viswanathan

10 Oct, 12:21:45 AM

Email: shylesh@rockstarbookkeeping.com 📞 13108506091

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: 48 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 56 Secs

| | | |
|---------------------|---|---------------------|
| shylesh viswanathan | Hello, I am your Acebuddy | 10 Oct, 12:21:45 AM |
| Acebuddy | Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you! | 12:21:46 AM |
| | Whom Would You Like to Connect With? | 12:21:46 AM |
| shylesh viswanathan | Technical Support (QB & App Hosting) | 12:22:03 AM |
| Acebuddy | Welcome to Ace Support. | 12:22:04 AM |
| | Please chose an option : | 12:22:04 AM |
| shylesh viswanathan | I'd like to report an Issue | 12:22:09 AM |
| Acebuddy | Please select an option! | 12:22:09 AM |
| shylesh viswanathan | Other Issue | 12:22:12 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:22:12 AM |
| shylesh viswanathan | Please see ticket 782599 . Lacerte 2024 gives an error message when launching. Please advise asap. | 12:22:34 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:22:35 AM |
| | Acebuddy (bot) forwarded the chat request | 12:22:35 AM |
| | Anjainay Singh accepted the chat transfer request. | 12:22:48 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 12:22:56 AM |
| | 12:23:14 AMshylesh viswanathan is sharing a file with you Screenshot 2025-10-09 115302.jpg - (Size:38.02 KB) | 12:23:14 AM |
| shylesh viswanathan | The application is Lacerte 2024. It's not launching. | 12:23:49 AM |
| Anjainay Singh | I understand your concern and assure you the proper resolution for this. | 12:24:18 AM |
| | Please allow me two minutes Shylesh so that I can view the issue at my end. | 12:24:47 AM |
| | Thankyou for your patience. | 12:27:03 AM |
| | As I can see Lacerte update is pending which is causing the issue. | 12:28:11 AM |
| | | |

| | | |
|---------------------|---|-------------|
| | I am updating it on your behalf. | 12:28:53 AM |
| | <i>12:29:41 AM</i> Anjainay Singh is sharing a file with you <i>image.png</i> - (<i>Size:73.02 KB</i>) <i>It is in progress.</i> | 12:29:41 AM |
| | After update is complete a server reboot is required. | 12:30:08 AM |
| | Are we still connected here? | 12:30:43 AM |
| | Are we still connected here? | 12:31:19 AM |
| | Are we still connected here? | 12:32:09 AM |
| | Lacerte is updated and we need to reboot the server, please allow me so that I can proceed ahead with the update. (Edited) | 12:33:03 AM |
| | <i>12:34:02 AM</i> Anjainay Singh is sharing a file with you <i>image.png</i> - (<i>Size:77.63 KB</i>) | 12:34:02 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:34:44 AM |
| shylesh viswanathan | yes. I logged off | 12:34:54 AM |
| Anjainay Singh | Thankyou for you confirmation. | 12:35:05 AM |
| shylesh viswanathan | Should I wait for it to reboot or your confirmation to log back on? | 12:35:29 AM |
| Anjainay Singh | I have rebooted the server and please login into it after 2-3 minutes. | 12:35:47 AM |
| shylesh viswanathan | ok. thx | 12:36:14 AM |
| Anjainay Singh | Please login again and try to launch the application and let us know if you are encountering the same issue. | 12:37:32 AM |
| | Please let me know the outcome Shylesh. | 12:39:37 AM |
| | Are we still connected here? | 12:40:49 AM |
| | Are we still connected here? | 12:41:39 AM |
| shylesh viswanathan | yes. testing now. | 12:41:59 AM |
| Anjainay Singh | Sure . | 12:42:31 AM |
| shylesh viswanathan | Error message: Too many network users accessing Lacerte. Can you log off? | 12:42:48 AM |
| Anjainay Singh | I ended the task for Lacerte at my end, please login again. | 12:43:49 AM |
| | <i>12:44:15 AM</i> shylesh viswanathan is sharing a file with you <i>Screenshot 2025-10-09 121347.jpg</i> - (<i>Size:65.54 KB</i>) | 12:44:15 AM |
| shylesh viswanathan | Still getting this error message | 12:44:22 AM |
| Anjainay Singh | I have completely logged from server, please try to relaunch the Lacerte application. | 12:45:18 AM |
| shylesh viswanathan | Still getting the same erro rmessage | 12:46:19 AM |
| Anjainay Singh | May I take the remote access of your server? | 12:46:36 AM |
| | | |

| | | |
|---------------------|---|-------------|
| shylesh viswanathan | yes | 12:46:41 AM |
| Anjainay Singh | Please allow the remote access. | 12:48:31 AM |
| shylesh viswanathan | Yes. You are in? | 12:50:25 AM |
| Anjainay Singh | Let me make some changes | 12:50:27 AM |
| | Please allow me few minutes | 12:50:36 AM |
| | Thankyou for being patient with me Shylesh , I am doing some backend changes. | 12:53:47 AM |
| shylesh viswanathan | ok. thx | 12:53:56 AM |
| Anjainay Singh | Please login into the server and launch the Lacerte 2024 application again. | 12:55:04 AM |
| shylesh viswanathan | Samer error | 12:55:53 AM |
| Anjainay Singh | Please allow the remote access again. | 12:56:19 AM |
| shylesh viswanathan | done | 12:59:49 AM |
| Anjainay Singh | Thanks | 12:59:58 AM |
| | I am making few more changes | 1:00:03 AM |
| | Please allow me 5-6 minutes | 1:00:11 AM |
| | Thank you for your patience. | 1:06:09 AM |
| | Changes are almost done | 1:06:16 AM |
| | Please login and try now | 1:07:00 AM |
| | Are we still connected here? | 1:08:44 AM |
| shylesh viswanathan | yes | 1:09:00 AM |
| | seems to be working now | 1:11:12 AM |
| Anjainay Singh | Is there anything else I may help you with ? | 1:11:26 AM |
| shylesh viswanathan | however the program appears to be frozen. please give me a couple mins | 1:11:47 AM |
| Anjainay Singh | Sure. | 1:11:55 AM |
| shylesh viswanathan | program launched but is frozen | 1:12:46 AM |
| | ok. it's working now. | 1:15:06 AM |
| Anjainay Singh | Is there anything else I may help you with ? | 1:15:13 AM |
| shylesh viswanathan | No. thx | 1:15:17 AM |
| Anjainay Singh | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 1:15:25 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:15:34 AM |
| shylesh viswanathan | ok. thx | 1:15:35 AM |
| | Anjainay Singh has ended this chat session | 1:15:42 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 11:18:55 PM

#82979 MELISSA DESTIO
Email: fred.clearview@gmail.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: JUPITER
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 49 Secs

| | | |
|----------------|--|---------------------|
| MELISSA DESTIO | Hello, I am your Acebuddy | 27 Oct, 11:18:56 PM |
| Acebuddy | Hello Melissa Destio, I'm your Ace Buddy. I'll be happy to assist you! | 11:18:57 PM |
| | Whom Would You Like to Connect With? | 11:18:57 PM |
| MELISSA DESTIO | Technical Support (QB & App Hosting) | 11:19:05 PM |
| Acebuddy | Welcome to Ace Support. | 11:19:06 PM |
| | Please chose an option : | 11:19:06 PM |
| MELISSA DESTIO | I'd like to report an Issue | 11:19:13 PM |
| Acebuddy | Please select an option! | 11:19:13 PM |
| MELISSA DESTIO | QuickBooks Issue | 11:19:18 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:19:18 PM |
| MELISSA DESTIO | Other QB related issue | 11:19:24 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:19:24 PM |
| | | |

| | | |
|-----------------|--|-------------|
| MELISSA DESTIO | tRYING TO DOWNLOAD aACCOUNTANTS COPY - BE RIGHT BACK | 11:19:42 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:19:42 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:19:42 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 11:20:12 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 11:20:26 PM |
| | Hello Melissa, I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:20:46 PM |
| MELISSA DESTIO | sSERVER NAME ? eAST cOAST eLEC sCREENING | 11:22:23 PM |
| | mELISSA dEsITTO | 11:22:38 PM |
| Ashutosh Mishra | Thank you for providing the details. | 11:23:49 PM |
| | I understand you would like to create an accountants copy for your company file. | 11:25:13 PM |
| | May I take the remote access of your server to assist with this? | 11:25:21 PM |
| MELISSA DESTIO | YES | 11:25:37 PM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 11:25:59 PM |
| MELISSA DESTIO | OK | 11:26:23 PM |
| | WHATS NEXT | 11:27:34 PM |
| | I made the copy - Can find it in downloads | 11:29:21 PM |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. | 11:29:44 PM |
| | I have highlighted the file. | 11:31:18 PM |
| MELISSA DESTIO | How do I get it out of the cloud | 11:32:33 PM |
| | <i>11:34:05 PM</i> <i>Ashutosh Mishra is sharing a file with you</i> <i>File Transfer SOP (WeTransfer) 3.pdf</i> - (Size:849.73 KB) | 11:34:05 PM |
| | <i>Sure, you can use WeTransfer to create a backup link. Let me show you on the server how to create the</i> | |
| | ok | 11:34:58 PM |
| | ok | 11:35:34 PM |
| Ashutosh Mishra | Please enter your email on the server. | 11:35:37 PM |
| MELISSA DESTIO | ??// | 11:35:59 PM |
| Ashutosh Mishra | You have to enter your Email to get a verification code, once link is created it will also be sent to your email. | 11:36:35 PM |
| MELISSA DESTIO | ok | 11:37:17 PM |
| | I think I am all set | 11:37:47 PM |
| Ashutosh Mishra | Great, if you require any further assistance, you can also reply to the email I will send to you. | 11:38:19 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on | 11:38:29 PM |

| | | |
|--|---|-------------|
| | smileys at the end of this chat. | |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:38:36 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 11:38:41 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 11:38:45 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 7:07:27 PM

#82716 Craig L. Clark
Email: craig@oceanstateair.com 📞 4012930422
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: PORTSMOUTH
State: Rhode Island
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 12 Secs

| | | |
|----------------|--|--------------------|
| Craig L. Clark | Hello, I am your Acebuddy | 17 Oct, 7:07:27 PM |
| Acebuddy | Hello Craig L. Clark, I'm your Ace Buddy. I'll be happy to assist you! | 7:07:28 PM |

| | | |
|---------------------|---|------------|
| | Whom Would You Like to Connect With? | 7:07:28 PM |
| Craig L. Clark | Technical Support (QB & App Hosting) | 7:07:33 PM |
| Acebuddy | Welcome to Ace Support. | 7:07:33 PM |
| | Please chose an option : | 7:07:33 PM |
| Craig L. Clark | I'd like to report an Issue | 7:07:39 PM |
| Acebuddy | Please select an option! | 7:07:39 PM |
| Craig L. Clark | Other Issue | 7:07:43 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:07:44 PM |
| Craig L. Clark | My Acecloud hosting connection is gone from my desktop | 7:08:03 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:08:04 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:08:04 PM |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> | 7:08:25 PM |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. | 7:08:36 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:08:48 PM |
| Craig L. Clark | User name: Craig | 7:09:18 PM |
| | CraigC_Osas | 7:09:37 PM |
| Vikas Singh Chauhan | Thanks for the confirmation ! | 7:09:57 PM |
| | Kindly allow me two minutes to check the same. | 7:10:04 PM |
| | This is for account Ocean State Air Solutions, Inc ? | 7:10:20 PM |
| Craig L. Clark | Yes correct | 7:10:27 PM |
| Vikas Singh Chauhan | Thank you. | 7:10:38 PM |
| | As per the issue details, you do not see RDP connector on your local computer to connect to server ? | 7:11:07 PM |
| Craig L. Clark | that is correct | 7:11:17 PM |
| Vikas Singh Chauhan | May I take the remote access of your local computer? | 7:11:26 PM |
| Craig L. Clark | Yes | 7:11:48 PM |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. | 7:12:04 PM |
| Craig L. Clark | all set | 7:12:14 PM |
| Vikas Singh Chauhan | https://assist.acecloudhosting.com/join/9512081688 | 7:12:20 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 7:12:27 PM |
| | Is there anything else I may help you with ? | 7:20:18 PM |
| Craig L. Clark | My other computer is missing it too | 7:21:17 PM |
| | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 11:28:11 PM

#82654 Amit

Email: design@qimpena.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: MORBI

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 8 Mins 29 Secs

| | | |
|----------------|---|---------------------|
| Amit | Hello, I am your Acebuddy | 15 Oct, 11:28:11 PM |
| Acebuddy | Hello Amit, I'm your Ace Buddy. I'll be happy to assist you! | 11:28:12 PM |
| | Whom Would You Like to Connect With? | 11:28:12 PM |
| Amit | Managed IT | 11:28:27 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 11:28:27 PM |
| | Acebuddy (bot) forwarded the chat request | 11:28:27 PM |
| | Pradeep Kumar accepted the chat transfer request. | 11:28:45 PM |
| Amit | Hi predeep | 11:28:53 PM |
| | Pradeep Kumar is transferring the chat to Support(QB & App Hosting). | 11:29:12 PM |
| | Can you please quickly help me on Ticket No. 786779 | 11:29:54 PM |
| | Anjainay Singh accepted the chat transfer request. | 11:30:10 PM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 11:30:17 PM |
| Amit | Hi | 11:30:25 PM |
| | Can you please quickly help me on Ticket No. 786779 | 11:30:26 PM |
| Anjainay Singh | Please allow me two minutes so that I can check it at my end. | 11:30:48 PM |

| | | |
|----------------|---|-------------|
| Amit | I am in middle of the migration to AceCloud and don't have access to VMs due to expired password links, | 11:31:06 PM |
| Anjainay Singh | I understand your concern and will surely assist you with resetting the password. | 11:31:53 PM |
| Amit | great | 11:32:09 PM |
| Anjainay Singh | Could you please share your call back details in below format so that we I can urgently arrange a call back with concerned department and assist you in resolving the issue? Call back number- TimeZone- Suitable time for call- | 11:34:50 PM |
| Amit | +91-97395 84283 Time zone: Indian Standard Time Suitable time for call- Immediate | 11:35:40 PM |
| Anjainay Singh | I will transfer your request urgently to concerned department. | 11:35:50 PM |
| | Is there anything else I may help you with ? | 11:35:57 PM |
| Amit | no, just thay | 11:36:06 PM |
| Anjainay Singh | Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback | 11:36:17 PM |
| | Please share your positive feedback Amit. | 11:36:32 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:36:36 PM |
| Amit | sure | 11:36:37 PM |
| | Anjainay Singh has ended this chat session | 11:36:41 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 5:25:51 AM

#82708 marcello

Email: marcello@prothane.com 📞 18014201081

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: CENTERVILLE
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 37 Secs

| | | |
|----------|--|--------------------|
| marcello | Hello, I am your Acebuddy | 17 Oct, 5:25:51 AM |
| Acebuddy | Hello Marcello Leandro, I'm your Ace Buddy. I'll be happy to assist you! | 5:25:52 AM |
| | Whom Would You Like to Connect With? | 5:25:52 AM |
| marcello | Technical Support (QB & App Hosting) | 5:26:37 AM |
| Acebuddy | Welcome to Ace Support. | 5:26:37 AM |
| | Please chose an option : | 5:26:37 AM |
| marcello | I'd like to raise a Request | 5:26:51 AM |
| Acebuddy | Please select your request type. | 5:26:51 AM |
| marcello | Other Request | 5:27:25 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 5:27:25 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 5:27:25 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 6:10:29 AM |
| | Ended due to chat idle timeout | 6:10:29 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82639 Mae
Email: pricecontracting@gmail.com
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: 1 Min 5 Secs
City: STEVENSVILLE
State: Montana
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 54 Secs

| | | |
|--------------|--|--------------------|
| Mae | Hello, I am your Acebuddy | 15 Oct, 8:30:40 PM |
| Acebuddy | Hello Mae, I'm your Ace Buddy. I'll be happy to assist you! | 8:30:41 PM |
| | Whom Would You Like to Connect With? | 8:30:41 PM |
| Mae | Technical Support (QB & App Hosting) | 8:30:44 PM |
| Acebuddy | Welcome to Ace Support. | 8:30:44 PM |
| | Please chose an option : | 8:30:44 PM |
| Mae | I'd like to report an Issue | 8:30:48 PM |
| Acebuddy | Please select an option! | 8:30:48 PM |
| Mae | QuickBooks Issue | 8:30:52 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:30:52 PM |
| Mae | QuickBooks Login Issue | 8:30:59 PM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 8:30:59 PM |
| | Was that helpful? | 8:30:59 PM |
| Mae | No | 8:31:03 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 8:31:03 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:31:03 PM |
| | <i>Shubham Gupta declined the transfer request.</i> | 8:31:37 PM |
| | <i>8:31:58 PM</i> Mae is sharing a file with you Screenshot 2025-10-15 090113.png - (Size:19.73 KB) | 8:31:58 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 8:32:01 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 8:32:04 PM |
| Mae | can you see the screen shot i sent you? | 8:32:51 PM |
| Manish Singh | Yes | 8:34:05 PM |
| Mae | I believe i was speaking with you yesterday as well? is there any way to get these log in issues | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 8:39:51 PM

#82582 waynewang

Email: waynewang@unicorntire.com 📞 19013994309

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: MEMPHIS

State: Tennessee

Country: UNITED STATES

| Chat Transcript | | Chat Duration : 45 Mins 14 Secs |
|-----------------|---|---------------------------------|
| waynewang | Hello, I am your Acebuddy | 14 Oct, 8:39:51 PM |
| Acebuddy | Hello Waynewang, I'm your Ace Buddy. I'll be happy to assist you! | 8:39:52 PM |
| | Whom Would You Like to Connect With? | 8:39:52 PM |
| waynewang | Technical Support (QB & App Hosting) | 8:39:56 PM |
| Acebuddy | Welcome to Ace Support. | 8:39:56 PM |
| | Please chose an option : | 8:39:56 PM |
| waynewang | I'd like to report an Issue | 8:40:02 PM |
| Acebuddy | Please select an option! | 8:40:02 PM |
| waynewang | Other Issue | 8:40:10 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:40:10 PM |
| waynewang | can't receive verification code by message | 8:40:55 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:40:55 PM |
| | Acebuddy (bot) forwarded the chat request | 8:40:55 PM |
| | Shubham Maurya accepted the chat transfer request. | 8:41:29 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 8:41:37 PM |

| | | |
|----------------|--|------------|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:41:47 PM |
| waynewang | CID74564 | 8:42:07 PM |
| | <i>8:43:02 PM</i> waynewang is sharing a file with you Screenshot 2025-10-14 101246.png - (Size:306.55 KB) | 8:43:02 PM |
| Shubham Maurya | Thank you for the information please allow few minutes to check the same. | 8:43:03 PM |
| waynewang | without verification code, I can't log in | 8:45:34 PM |
| | registered # is 901-399-4309 | 8:45:55 PM |
| Shubham Maurya | Thanks for the patience, we can see that registered email ID on Myportal is accounting@efanslift.com 19013994309 | 8:46:32 PM |
| | Do you have access of this email? | 8:46:51 PM |
| waynewang | correct | 8:46:54 PM |
| | yes, our accountant has this email | 8:48:03 PM |
| Shubham Maurya | Please check this email for OTP or if you want we can change it to waynewang@unicorntire.com. As you are already POC for this account. | 8:48:59 PM |
| waynewang | not right now, because we use this email to pay the bill. I just need 901-399-4309 can receive verification code | 8:50:16 PM |
| | so that I can manage users | 8:50:47 PM |
| Shubham Maurya | We understand, Wayne. Sometimes SMS messages can get delayed due to network issues. You can try turning Airplane Mode ON and OFF , then request the OTP again. If the issue persists, we can use the OTP via email as an alternative. (Edited) | 8:53:27 PM |
| | So we would suggest you to perform reboot on phone and then check for OTP again. | 8:54:05 PM |
| waynewang | can you add waynewang@unicorntire.com to receive verification code? | 8:54:19 PM |
| Shubham Maurya | Sure, for that we just need to send a request to concern team and they will change it for you. Please draft an email on Email: support@acecloudhosting.com | 8:55:16 PM |
| waynewang | ok | 8:55:34 PM |
| Shubham Maurya | Requesting change in Myportal email ID from accounting@efanslift.com to waynewang@unicorntire.com | 8:55:45 PM |
| | Let me know once you have send it. | 8:56:05 PM |
| waynewang | I just sent it | 8:57:13 PM |
| | please check if you have received it? | 8:57:30 PM |
| Shubham Maurya | Alright, let me check please hold on. | 8:57:52 PM |
| | You already have an ongoing ticket for this #785963 Last revert on that is: | |

| | | |
|--|--|------------|
| | <div>From</div> <div>"Wayne wang"<waynewang@unicorntire.com></div> <div>To</div> <div>"support@acecloudhosting.com"<support@acecloudhosting.com></div> <div>901-399-4309</div> | 9:00:19 PM |
| | <div>Get [Outlook for iOS](https://aka.ms/o0ukef)</div> | |
| | <div>Is there any other mail too?</div> | 9:00:28 PM |
| | <div>9:01:40 PMwaynewang is sharing a file with you</div> <div>Screenshot 2025-10-14 103116.png - (Size:435.79 KB)</div> <div>this is last email I sent</div> | 9:01:40 PM |
| | <div>Yes, we have received it. Thanks for sharing confirmation Wayne.</div> | 9:04:14 PM |
| | <div>Once changes are done we will share update over the mail, this can take 1-2 hours but I will try to prioritize this in and complete it in next 20-30 min.</div> | 9:05:26 PM |
| | <div>Is there anything else I may help you with ?</div> | 9:06:02 PM |
| | <div>Are we still connected here?</div> | 9:10:12 PM |
| | <div>Are we still connected here?</div> | 9:14:16 PM |
| | <div>Are we still connected here?</div> | 9:20:14 PM |
| | <div>As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.</div> | 9:25:04 PM |

Shubham Maurya has ended this chat session

9:25:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 12:00:33 AM

#82655 ayiana

Email: ayiana@franklinassociates.com ☎ 2257689060

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop
Average Response Time: 1 Min 11 Secs
City: BATON ROUGE
State: Louisiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

| | | |
|----------------|---|---------------------|
| ayiana | Hello, I am your Acebuddy | 16 Oct, 12:00:33 AM |
| Acebuddy | Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you! | 12:00:34 AM |
| | Whom Would You Like to Connect With? | 12:00:34 AM |
| ayiana | Technical Support (QB & App Hosting) | 12:00:41 AM |
| Acebuddy | Welcome to Ace Support. | 12:00:41 AM |
| | Please chose an option : | 12:00:41 AM |
| ayiana | I'd like to report an Issue | 12:00:48 AM |
| Acebuddy | Please select an option! | 12:00:48 AM |
| ayiana | Other Issue | 12:00:53 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:00:53 AM |
| ayiana | print | 12:01:01 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:01:02 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:01:02 AM |
| | <i>Ankit declined the transfer request.</i> | 12:01:05 AM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 12:01:05 AM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 12:01:09 AM |
| | Please click on yes and Uninstall uniprint app. | 12:01:34 AM |
| | Please click on okay to close. | 12:02:39 AM |
| | Click okay. | 12:04:01 AM |
| | Please can you remove all unnecessary printers from this system, Select the printer>>Uninstall. | 12:10:23 AM |
| ayiana | :(I would have to get IT to do it, this wasn't a problem before, is something the matter? | 12:12:05 AM |
| Shubham Maurya | We need to check the root cause of this as we are unable to open print queue for the local printer, as soon as we click o printer it goes not responding on local system. | 12:13:29 AM |
| | Some of the drivers are conflicting with the protocol. | 12:13:49 AM |
| ayiana | Hi :) | 12:22:24 AM |
| | | |

| | | |
|----------------|--|-------------|
| | he removed the only printer we don't use at the company | 12:22:43 AM |
| Shubham Maurya | That's great, let me check if we are able to open print queue now. | 12:23:32 AM |
| | Please close this tab we are unable to use mouse and keyboard. | 12:33:18 AM |
| | Which printer you use please try to print this test on local from that printer. | 12:38:31 AM |
| | Is there someone else also using this same printer? Or if you have any other system where this same printer is installed so that we can test it. Right now we are unable to print from this local system also. | 12:42:24 AM |
| | Hope we are selecting the right printer which you informed. | 12:42:46 AM |
| | Are we still connected here? | 12:45:33 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:49:02 AM |
| ayiana | no\ | 12:49:05 AM |
| | im here i didn't get a notification | 12:49:19 AM |
| Shubham Maurya | Okay we are still here Ayiana. | 12:49:31 AM |
| | Do you have any other local system to check please confirm? | 12:49:51 AM |
| ayiana | I'm unsure what you're asking :(| 12:50:21 AM |
| Shubham Maurya | Do you have any other system where this same printer is installed so that we can test it. Right now we are unable to print from this local system also. | 12:50:49 AM |
| ayiana | everyone can print but me :(| 12:51:12 AM |
| | the printers I use are the downstairs and onesided, so when testing please use those | 12:51:41 AM |
| Shubham Maurya | Could you reboot any one of these printer as they are not responding to your system on real time. | 12:56:56 AM |
| ayiana | they are all fine, My boss just went into Ace and has printed something on her side, but it just isn't working on mine | 12:59:04 AM |
| Shubham Maurya | When was the last time you printed using this local system? | 12:59:37 AM |
| ayiana | yesterday\ | 12:59:46 AM |
| Shubham Maurya | As this time it's not even connecting with the printer from your local system. | 1:00:23 AM |
| ayiana | okay | 1:00:33 AM |
| | i'll talk to IT and deal with you guys later. | 1:00:43 AM |
| Shubham Maurya | Sure, please ask them to check that local system is unable to communicate with the printers. They will perform a clean installation of driver of those printers first. | 1:01:36 AM |
| | Then we can work on next step. | 1:01:43 AM |
| ayiana | yep | 1:01:51 AM |
| | thanks | 1:01:55 AM |
| Shubham Maurya | Apologies for the trouble this has caused you Ayiana, We tried every possible way to fix it at our level but local system needs to be fixed first. (Edited) | 1:03:06 AM |
| | | |

| | | |
|----------------|---|------------|
| | Thanks for your patience with us while working on this and we will keep this ticket open for you. | 1:03:26 AM |
| ayiana | alright, I'll contact you all again later | 1:03:49 AM |
| Shubham Maurya | Sure, please get back to us with the same ticket number which you will receive on mail after this chat. | 1:04:19 AM |
| | Is there anything else I may help you with ? | 1:04:31 AM |
| | Are we still connected here? | 1:05:15 AM |
| | Are we still connected here? | 1:06:05 AM |
| | Are we still connected here? | 1:07:19 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:08:11 AM |

Shubham Maurya has ended this chat session

1:08:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 11:31:00 PM

#82368 lily
Email: lily@smb-advisors.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 30 Secs

| | | |
|----------|---|--------------------|
| lily | Hello, I am your Acebuddy | 8 Oct, 11:31:00 PM |
| Acebuddy | Hello Lily Le, I'm your Ace Buddy. I'll be happy to assist you! | 11:31:01 PM |
| | | |

| | | |
|----------------|--|-------------|
| | Whom Would You Like to Connect With? | 11:31:01 PM |
| lily | Technical Support (QB & App Hosting) | 11:31:11 PM |
| Acebuddy | Welcome to Ace Support. | 11:31:11 PM |
| | Please chose an option : | 11:31:11 PM |
| lily | I'd like to report an Issue | 11:31:17 PM |
| Acebuddy | Please select an option! | 11:31:17 PM |
| lily | Other Issue | 11:31:23 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:31:23 PM |
| lily | In reference to Ticket ID #776983, when trying to download and install TS Scan setup, I am unable to do so | 11:32:13 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:32:14 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:32:14 PM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 11:33:20 PM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 11:33:25 PM |
| | Hello Lily | 11:33:30 PM |
| lily | Hello | 11:34:17 PM |
| Shashwat Verma | Lily, I have checked your case and want to know, have you installed the Ts scan as per the email? | 11:35:23 PM |
| lily | I have tried, but it says that I need to be admin to install it | 11:36:35 PM |
| | How do I do that? | 11:36:40 PM |
| Shashwat Verma | Lily, the same need to be installed on your local pc | 11:37:07 PM |
| | Is your local is under any domain restrcition? | 11:37:25 PM |
| lily | I am not sure | 11:38:28 PM |
| | How do I check | 11:39:03 PM |
| Shashwat Verma | Let me try for you | 11:39:08 PM |
| | I will surely help you with this issue. | 11:39:11 PM |
| | May I take the remote access of your local computer? | 11:39:17 PM |
| lily | yes | 11:39:23 PM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 11:39:33 PM |
| | https://assist.acecloudhosting.com/join/6392582272 | 11:39:59 PM |
| | Kindly Click on the link and open the downloaded file. | 11:40:01 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 11:41:50 PM |
| | | |

| | | |
|----------------|---|--------------------|
| | Lily, looks like you have used the above in link on the server | 11:44:31 PM |
| | We need your local access to proceed further | 11:44:49 PM |
| | Are we still connected here? | 11:45:20 PM |
| | Are we still connected here? | 11:47:08 PM |
| | Are we still connected here? | 11:49:44 PM |
| lily | Hello? | 11:51:37 PM |
| Shashwat Verma | Yes | 11:51:40 PM |
| | Lily, looks like you have used the above in link on the server | 11:51:45 PM |
| | Kindly open the same on your local pc | 11:51:53 PM |
| | https://assist.acecloudhosting.com/join/3402749990 | 11:52:02 PM |
| | Use this new link on your local pc | 11:52:12 PM |
| | As per the remote session, we have installed the ts scan on local and you will install the scanner driver on your own | 9 Oct, 12:03:28 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:03:29 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 12:03:31 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82842 Dmitry Putyatov

Email: developer1@fvd.bz 📞 18173549200

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FT WORTH

State: Texas

Country: UNITED STATES

22 Oct, 11:15:22 PM

| | | |
|-----------------|--|---------------------|
| Dmitry Putyatov | Hello, I am your Acebuddy | 22 Oct, 11:15:23 PM |
| Acebuddy | Hello Dmitry Putyatov, I'm your Ace Buddy. I'll be happy to assist you! | 11:15:24 PM |
| | Whom Would You Like to Connect With? | 11:15:24 PM |
| Dmitry Putyatov | Technical Support (QB & App Hosting) | 11:16:48 PM |
| Acebuddy | Welcome to Ace Support. | 11:16:48 PM |
| | Please chose an option : | 11:16:48 PM |
| Dmitry Putyatov | Restart | 11:20:20 PM |
| Acebuddy | Hello Dmitry Putyatov, I'm your Ace Buddy. I'll be happy to assist you! | 11:20:20 PM |
| | Whom Would You Like to Connect With? | 11:20:20 PM |
| Dmitry Putyatov | Technical Support (QB & App Hosting) | 11:20:27 PM |
| Acebuddy | Welcome to Ace Support. | 11:20:27 PM |
| | Please chose an option : | 11:20:27 PM |
| Dmitry Putyatov | I'd like to raise a Request | 11:20:34 PM |
| Acebuddy | Please select your request type. | 11:20:34 PM |
| Dmitry Putyatov | Password Reset | 11:20:41 PM |
| Acebuddy | Please select an option below | 11:20:41 PM |
| Dmitry Putyatov | Already Enrolled to Selfcare Portal | 11:20:48 PM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 11:20:48 PM |
| | Do you need any further assistance on the topic? | 11:20:48 PM |
| Dmitry Putyatov | No | 11:20:53 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 11:20:53 PM |
| | <i>Acebuddy has ended this chat session</i> | 11:20:53 PM |



#82810 Rick Block

Email: rick.block@alinatechnology.com 📞 7632453925

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 34 Secs

City: CHAMPLIN

State: Minnesota

Country: UNITED STATES

| | | |
|--------------------|---|---------------------|
| Rick Block | Hello, I am your Acebuddy | 22 Oct, 12:33:12 AM |
| Acebuddy | Hello Rick Block, I'm your Ace Buddy. I'll be happy to assist you! | 12:33:13 AM |
| | Whom Would You Like to Connect With? | 12:33:13 AM |
| Rick Block | Technical Support (QB & App Hosting) | 12:33:24 AM |
| Acebuddy | Welcome to Ace Support. | 12:33:24 AM |
| | Please chose an option : | 12:33:24 AM |
| Rick Block | I'd like to report an Issue | 12:33:32 AM |
| Acebuddy | Please select an option! | 12:33:33 AM |
| Rick Block | Other Issue | 12:33:37 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:33:37 AM |
| Rick Block | Unable to connect to RDP session | 12:33:54 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:33:54 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:33:54 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 12:34:15 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 12:34:24 AM |
| | Hello Rick | 12:34:29 AM |
| Rick Block | Hello! | 12:34:37 AM |
| Sujeet Kumar Suman | How are you doing? | 12:34:47 AM |
| Rick Block | I am doing fine, yourself? | 12:35:24 AM |

| | | |
|--------------------|---|-------------|
| Sujeet Kumar Suman | I'm also doing fine, thank you! | 12:35:45 AM |
| | I will surely help you with this issue. | 12:36:04 AM |
| | Are you encountering any errors when trying to access it? | 12:36:21 AM |
| Rick Block | This time i just got an error stating The connetion cannot be completed because the remote computer that was reached is not the one you specified. This could be cused by an outdated entry in the DNS cache. Try using the IP adress of the comptuer instead of the name | 12:37:24 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 12:37:43 AM |
| | Could you please share a screenshot of the prompt that appears when you click on it? | 12:37:47 AM |
| Rick Block | I just flushed my DNS and am now get the follwing error | 12:38:15 AM |
| | <i>12:38:32 AMRick Block is sharing a file with you</i> CleanShot 2025-10-21 at 14.08.17.png - (Size:67.43 KB) | 12:38:32 AM |
| | <i>12:38:42 AMRick Block is sharing a file with you</i> CleanShot 2025-10-21 at 14.06.34.png - (Size:63.78 KB) | 12:38:42 AM |
| | this was the original error: | 12:38:43 AM |
| Sujeet Kumar Suman | Thank you for the screenshot. | 12:38:50 AM |
| | When was the last time you were able to access the server? | 12:38:54 AM |
| Rick Block | last week i beleive | 12:39:07 AM |
| Sujeet Kumar Suman | Thanks for all of the information's. | 12:39:20 AM |
| | May I take the remote access of your local computer? | 12:39:24 AM |
| Rick Block | Sure, i am on a Mac and remotely access the computer i am getting the errors on currently | 12:40:41 AM |
| Sujeet Kumar Suman | No worries, I will surely assist you with this. | 12:41:09 AM |
| | Kindly close all important tabs and documents for not to breach any security concern. | 12:41:13 AM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1272602653 | 12:41:28 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 12:42:49 AM |
| Rick Block | Sounds good thank you | 12:43:04 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 12:54:58 AM |
| | As per discussion over the remote session, The issue is resolved. | 12:55:04 AM |
| | Is there anything else I may help you with ? | 12:55:07 AM |
| Rick Block | thank you that will be all | 12:55:11 AM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 12:55:13 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 12:55:17 AM |

| | | |
|--|---|-------------|
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:55:21 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 12:55:24 AM |

Sujeet Kumar Suman has ended this chat session

12:55:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 11:42:45 PM

#82599 linda
Email: lindab@shannonfabrics.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Mins 21 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 11 Mins

| | | |
|----------|---|---------------------|
| linda | Hello, I am your Acebuddy | 14 Oct, 11:42:46 PM |
| Acebuddy | Hello Linda, I'm your Ace Buddy. I'll be happy to assist you! | 11:42:46 PM |
| | Whom Would You Like to Connect With? | 11:42:46 PM |

| | | |
|----------------|---|-------------|
| linda | Technical Support (QB & App Hosting) | 11:43:08 PM |
| Acebuddy | Welcome to Ace Support. | 11:43:08 PM |
| | Please chose an option : | 11:43:08 PM |
| linda | Setback | 11:43:26 PM |
| Acebuddy | Hello Linda, I'm your Ace Buddy. I'll be happy to assist you! | 11:43:27 PM |
| | Whom Would You Like to Connect With? | 11:43:27 PM |
| linda | Managed IT | 11:43:46 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 11:43:46 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:43:46 PM |
| | <i>Shubham accepted the chat transfer request.</i> | 11:45:00 PM |
| | <i>Shubham is transferring the chat to Support(QB & App Hosting).</i> | 11:45:34 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 11:45:54 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 11:46:03 PM |
| | Hello Linda | 11:46:46 PM |
| linda | hello | 11:47:14 PM |
| | im trying to download microsoft remote desktop and when i put all the information in it states "errpr occured-not valid IP found" | 11:51:42 PM |
| | hello? | 11:52:11 PM |
| Shubham Maurya | Yes, please confirm your account details CID74175 | 11:52:53 PM |
| | Is it correct? | 11:52:59 PM |
| linda | where do i find that? | 11:53:37 PM |
| Shubham Maurya | We can see that you are trying to setup microsoft remote desktop application, let me check the error at your end. | 11:53:52 PM |
| linda | thank you | 11:54:02 PM |
| Shubham Maurya | You can also confirm your server name, Is it ShannonFabrics.myrealddata.net | 11:54:23 PM |
| linda | yes | 11:54:31 PM |
| Shubham Maurya | Thanks for the confirmation ! | 11:54:37 PM |
| | May I take the remote access of your local computer? | 11:54:40 PM |
| linda | yes | 11:55:06 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/5532471380 | 11:56:15 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 11:56:24 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 11:56:27 PM |

| | | |
|----------------|---|---------------------|
| linda | is there anyway we can do this without having you take control of the computer ? | 11:58:27 PM |
| Shubham Maurya | Let me try, please share screen shot of the error which you are getting so that we can help you with the steps for it. | 11:59:17 PM |
| linda | im giving you access | 15 Oct, 12:00:08 AM |
| Shubham Maurya | Okay, please wait let me share a new link as we closed the previous one. | 12:01:36 AM |
| linda | ok i can give you acesss it said it expired ? | 12:01:50 AM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/3122788625 | 12:01:53 AM |
| | Please try using this one now | 12:02:00 AM |
| | Could you please try to do the same, so I could see the error you are facing? | 12:04:10 AM |
| linda | ok | 12:04:31 AM |
| Shubham Maurya | Try to login now, please enter the password. | 12:21:36 AM |
| linda | ok give me a sec | 12:22:13 AM |
| Shubham Maurya | https://selfcare.acecloudhosting.com | 12:31:11 AM |
| | please reset your password using above link | |
| | Go to forgot password option>>enter username *linda.b1* | |
| | Is it done? | 12:41:42 AM |
| | It's working now, please use this RDP file from download folder and save it to any other location from where you want to access it. | 12:49:03 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:53:25 AM |
| | <i>Shubham Maurya has ended this chat session</i> | 12:54:16 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83085 Ana slavic

Email: officemanager@cornerstonelegacyfa.net 📞 14407810301

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

30 Oct, 12:04:25 AM

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 47 Secs

| | | |
|----------------------|---|---------------------|
| Ana slavic | Hello, I am your Acebuddy | 30 Oct, 12:04:25 AM |
| Acebuddy | Hello Ana Slavic, I'm your Ace Buddy. I'll be happy to assist you! | 12:04:26 AM |
| | Whom Would You Like to Connect With? | 12:04:26 AM |
| Ana slavic | Technical Support (QB & App Hosting) | 12:04:35 AM |
| Acebuddy | Welcome to Ace Support. | 12:04:35 AM |
| | Please chose an option : | 12:04:35 AM |
| Ana slavic | I'd like to report an Issue | 12:04:41 AM |
| Acebuddy | Please select an option! | 12:04:41 AM |
| Ana slavic | Other Issue | 12:04:46 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:04:46 AM |
| Ana slavic | We are having a issue with our ATX tax programs, it keeps giving us a web server error | 12:06:08 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:06:09 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:06:09 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 12:06:46 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 12:06:51 AM |
| Ana slavic | hello | 12:07:21 AM |
| Abhay Kumar Saraswat | Hello Ana | 12:07:45 AM |
| | How are you doing today? (Edited) | 12:07:50 AM |
| Ana slavic | this is the error I am getting with our ATX programs | 12:08:11 AM |
| | <i>12:08:18 AMAna slavic is sharing a file with you</i> <i>image.png - (Size:23.27 KB)</i> | 12:08:18 AM |
| Abhay Kumar Saraswat | I deeply apologize for the inconvenience caused to you. | 12:08:37 AM |
| | I will be surely assisting you with this. | 12:08:44 AM |

| | | |
|-------------------------|---|-------------|
| | Is this for account: Crown Point Financial Services? | 12:09:05 AM |
| Ana slavic | yes | 12:09:20 AM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 12:09:25 AM |
| | Could you please confirm me the server name on which you are logged in and getting this error? | 12:09:48 AM |
| | As I can see, this account is linked to multiple servers. | 12:10:29 AM |
| Ana slavic | ATX2024 ATX2023 ATX 2024 | 12:10:29 AM |
| | atx2022 | 12:10:53 AM |
| Abhay Kumar Saraswat | No, these are the ATX versions. | 12:10:57 AM |
| Ana slavic | all our ATX programs | 12:11:04 AM |
| Abhay Kumar Saraswat | I'm looking the server name like: CrownPoint-ATX1.myrealdata.net, CrownPoint-ATX2.myrealdata.net etc. | 12:11:12 AM |
| Ana slavic | all of them are having the same issue | 12:12:39 AM |
| Abhay Kumar Saraswat | Okay. | 12:12:46 AM |
| Ana slavic | crownpointATX11 is the one I am on | 12:13:11 AM |
| Abhay Kumar Saraswat | Great. | 12:13:32 AM |
| | I was looking for the same detail. | 12:13:52 AM |
| | Kindly allow me two minutes to check the same. | 12:13:55 AM |
| | Thank you for your patience. | 12:15:37 AM |
| | As I can see, there is currently only one user logged in on the server — NeilRF . | 12:16:18 AM |
| | Is he the only one experiencing this issue, or are other users facing it as well? | 12:17:31 AM |
| | Are we still connected here? | 12:19:54 AM |
| Ana slavic | everyone has their own log in into their own ATX,are having a issue with ATX tax program not logging into our system | 12:20:09 AM |
| Abhay Kumar Saraswat | I understood. | 12:20:50 AM |
| | Can I get remote access to the system so I can check the error myself? | 12:21:30 AM |
| Ana slavic | yes | 12:21:41 AM |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. | 12:21:46 AM |
| | https://assist.acecloudhosting.com/join/7372965922 | 12:22:00 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 12:22:03 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly | 12:23:48 AM |

| | | |
|--|--|-------------|
| | give your confirmation on this chat. | |
| | Thank you for your patience. | 12:47:29 AM |
| | Are we still connected here? | 12:47:32 AM |
| | As we discussed over the server remote session, your issue has been resolved now regarding ATX update. | 12:53:06 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:53:10 AM |
| | Abhay Kumar Saraswat has ended this chat session | 12:53:13 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 6:09:41 PM

#83013 itsupport
Email: itsupport@advancefinserv.com 📞 918887771848
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 32 Mins 6 Secs

| | | |
|-----------|--|--------------------|
| itsupport | Hello, I am your Acebuddy | 28 Oct, 6:09:41 PM |
| Acebuddy | Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you! | 6:09:42 PM |
| | Whom Would You Like to Connect With? | 6:09:42 PM |
| itsupport | Technical Support (QB & App Hosting) | 6:09:46 PM |
| Acebuddy | Welcome to Ace Support. | 6:09:46 PM |
| | | |

| | | |
|----------------|---|------------|
| | Please chose an option : | 6:09:46 PM |
| itsupport | I'd like to raise a Request | 6:09:59 PM |
| Acebuddy | Please select your request type. | 6:09:59 PM |
| itsupport | Application Version Upgrade | 6:10:08 PM |
| Acebuddy | Please select the application you would like to upgrade : | 6:10:08 PM |
| itsupport | ProSeries | 6:10:18 PM |
| Acebuddy | Kindly download the ProSeries setup file from your application portal and save it on your server desktop. | 6:10:18 PM |
| | Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email. | 6:10:18 PM |
| | Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time. | 6:10:18 PM |
| | Do you need any further assistance on the topic? | 6:10:18 PM |
| itsupport | Yes | 6:10:31 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 6:10:31 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:10:31 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 6:10:55 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 6:11:12 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 6:11:29 PM |
| itsupport | my name is shashi i am facing an issue | 6:11:41 PM |
| | <i>6:11:53 PMitsupport is sharing a file with you</i> WhatsApp Image 2025-10-28 at 3.22.59 PM.jpeg - (Size:147.58 KB) | 6:11:53 PM |
| | like this | 6:12:03 PM |
| | please upgrade the software version I am unable to do anything | 6:13:05 PM |
| | server name is advancefin.myrealddata.net | 6:13:48 PM |
| Shubham Maurya | Business name: Advance Finserv CID65809 | 6:14:19 PM |
| | Please confirm above details are correct? | |
| itsupport | yes | 6:14:30 PM |
| Shubham Maurya | Thank you for the information, kindly allow few minutes to check the same. | 6:14:48 PM |
| itsupport | ok | 6:14:58 PM |
| Shubham Maurya | Which quickbooks version you are using right now? | 6:15:44 PM |
| itsupport | 2024 pro plus | 6:15:57 PM |
| | | |

| | | |
|----------------|---|------------|
| Shubham Maurya | Thanks for the confirmation ! | 6:16:07 PM |
| itsupport | I will provide you with the AnyDesk ID. Please access and check what the issue is. | 6:17:10 PM |
| | can you check? | 6:17:37 PM |
| Shubham Maurya | Please hold on let me check the application status on server from backend first, so that we can guide you better on this. | 6:19:10 PM |
| itsupport | ok | 6:23:18 PM |
| Shubham Maurya | Thanks for the patience Shashi, We have checked from backend too and receiving same message, but we are sorry to say that the license code which you are using is your per-owned license purchased from Intuit. It's not leased from us so we can not renew the license from our end. | 6:24:55 PM |
| | <i>6:25:06 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:35.25 KB)</i> <i>Please check your license details</i> | 6:25:06 PM |
| itsupport | but we have already renewd licence | 6:26:58 PM |
| Shubham Maurya | Could you please let me know when you renewed it, and whether you were given a new license number or product code after the renewal? | 6:28:25 PM |
| | Please let me know if you are checking for it? | 6:32:08 PM |
| | Are we still connected here? | 6:35:24 PM |
| | Are we still connected here? | 6:36:23 PM |
| | Are we still connected here? | 6:38:01 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 6:40:09 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 6:41:47 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82601 javid

Email: javid@yvspartners.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

15 Oct, 12:15:56 AM

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: CLARKSTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 12 Secs

| | | |
|----------------------|--|---------------------|
| javid | Hello, I am your Acebuddy | 15 Oct, 12:15:57 AM |
| Acebuddy | Hello Javid, I'm your Ace Buddy. I'll be happy to assist you! | 12:15:58 AM |
| | Whom Would You Like to Connect With? | 12:15:58 AM |
| javid | Technical Support (QB & App Hosting) | 12:16:12 AM |
| Acebuddy | Welcome to Ace Support. | 12:16:12 AM |
| | Please chose an option : | 12:16:12 AM |
| javid | I'd like to raise a Request | 12:16:23 AM |
| Acebuddy | Please select your request type. | 12:16:23 AM |
| javid | Other Request | 12:16:54 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 12:16:54 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 12:16:54 AM |
| javid | Yes, I'm facing issues with my server | 12:26:23 AM |
| Acebuddy | Please select an option! | 12:26:23 AM |
| javid | QuickBooks Issue | 12:26:30 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:26:30 AM |
| javid | Other QB related issue | 12:26:41 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:26:41 AM |
| javid | Want to take backup | 12:37:10 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:37:10 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:37:10 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 12:37:32 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 12:37:36 AM |
| | | |

| | | |
|-------------------------|--|-------------|
| javid | I want to move this company to QBO | 12:38:14 AM |
| Abhay Kumar Saraswat | I will be surely check with this. | 12:39:28 AM |
| | Is this for account : MNCShops LLC ? | 12:39:37 AM |
| javid | Yes | 12:39:44 AM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 12:39:55 AM |
| | Kindly allow me 2-3 minutes to check the same. (Edited) | 12:40:03 AM |
| | Thank you for your patience. | 12:41:25 AM |
| | Could you please send your request via email to customersuccess@acecloudhosting.com ? Our Customer Success team will be happy to assist you further. | 12:43:27 AM |
| javid | Okay | 12:44:06 AM |
| Abhay Kumar Saraswat | Great. | 12:44:14 AM |
| | Is there anything else I may help you with ? | 12:44:18 AM |
| | Are we still connected here? | 12:45:22 AM |
| | Are we still connected here? | 12:46:28 AM |
| | Are we still connected here? | 12:47:05 AM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:48:07 AM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 12:48:09 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82997 Sulaiman

Email: sma@thesmaoffice.com 📞 13106160232

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

28 Oct, 5:33:07 AM

Device: Desktop
Average Response Time: 16 Secs
City: MONTCLAIR
State: New Jersey
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 54 Secs

| | | |
|------------|---|--------------------|
| Sulaiman | Hello, I am your Acebuddy | 28 Oct, 5:33:07 AM |
| Acebuddy | Hello Sulaiman, I'm your Ace Buddy. I'll be happy to assist you! | 5:33:08 AM |
| | Whom Would You Like to Connect With? | 5:33:08 AM |
| Sulaiman | Technical Support (QB & App Hosting) | 5:33:22 AM |
| Acebuddy | Welcome to Ace Support. | 5:33:22 AM |
| | Please chose an option : | 5:33:22 AM |
| Sulaiman | I'd like to raise a Request | 5:33:27 AM |
| Acebuddy | Please select your request type. | 5:33:27 AM |
| Sulaiman | Setup Ace Server | 5:33:37 AM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 5:33:37 AM |
| Sulaiman | Microsoft Windows | 5:33:50 AM |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 5:33:50 AM |
| | Do you need any further assistance on the topic? | 5:33:50 AM |
| Sulaiman | Yes | 5:34:14 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 5:34:14 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:34:14 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 5:34:27 AM |
| | <i>Abhay Kumar Saraswat is transferring the chat to Support(QB & App Hosting).</i> | 5:34:44 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 5:34:45 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 5:34:49 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:34:56 AM |
| | Are we still connected here? | 5:37:48 AM |
| | Are we still connected here? | 5:40:22 AM |
| Sulaiman | yes | 5:42:30 AM |
| | | |

| | | |
|------------|---|------------|
| | hello | 5:42:33 AM |
| Yash Kalra | Hello Sulaiman | 5:42:48 AM |
| Sulaiman | I am adding RDP to a new computer | 5:43:09 AM |
| | What is our server name? | 5:43:15 AM |
| | What is my user name? | 5:43:33 AM |
| Yash Kalra | Your server's name SMAdivisors.myrealdata.net | 5:43:41 AM |
| | As I check from the portal your username is: SM_Sulaiman | 5:44:40 AM |
| | Sulaiman, may I take remote access of your local computer to assist with the RDP setup, if required? (Edited) | 5:45:30 AM |
| Sulaiman | yes | 5:45:56 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 5:46:01 AM |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/4892848137 | 5:46:17 AM |
| Sulaiman | thank you | 5:51:13 AM |
| | for your assistance | 5:51:17 AM |
| Yash Kalra | Is there anything else I may help you with ? | 5:51:21 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 5:51:42 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:51:47 AM |

Yash Kalra has ended this chat session

5:52:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82393 Anne Messerli

Email: anne@nfppartners.com 📞 7204251425

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

9 Oct, 11:54:20 AM

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 41 Secs

| | | |
|---------------|--|--------------------|
| Anne Messerli | Hello, I am your Acebuddy | 9 Oct, 11:54:20 AM |
| Acebuddy | Hello Anne Messerli, I'm your Ace Buddy. I'll be happy to assist you! | 11:54:22 AM |
| | Whom Would You Like to Connect With? | 11:54:22 AM |
| Anne Messerli | Technical Support (QB & App Hosting) | 11:54:31 AM |
| Acebuddy | Welcome to Ace Support. | 11:54:31 AM |
| | Please chose an option : | 11:54:31 AM |
| Anne Messerli | I'd like to report an Issue | 11:54:40 AM |
| Acebuddy | Please select an option! | 11:54:40 AM |
| Anne Messerli | Password Reset | 11:54:52 AM |
| Acebuddy | Please select an option below | 11:54:52 AM |
| Anne Messerli | Not Enrolled to Selfcare Portal | 11:55:53 AM |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 11:55:53 AM |
| | Do you need any further assistance on the topic? | 11:55:53 AM |
| Anne Messerli | No | 11:56:57 AM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 11:57:02 AM |
| | Acebuddy has ended this chat session | 11:57:02 AM |



14 Oct, 9:02:04 PM

Visitor Details

#82588 Michael Parente

Email: michael@parentefinancial.com 📞 5084734492

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs


City: MILFORD

State: Massachusetts

Country: UNITED STATES

Chat Duration : 51 Mins 33 Secs

| | | |
|-----------------|---|--------------------|
| Michael Parente | Hello, I am your Acebuddy | 14 Oct, 9:02:05 PM |
| Acebuddy | Hello Michael, I'm your Ace Buddy. I'll be happy to assist you! | 9:02:06 PM |
| | Whom Would You Like to Connect With? | 9:02:06 PM |
| Michael Parente | Technical Support (QB & App Hosting) | 9:02:13 PM |
| Acebuddy | Welcome to Ace Support. | 9:02:13 PM |
| | Please chose an option : | 9:02:13 PM |
| Michael Parente | I'd like to raise a Request | 9:02:22 PM |
| Acebuddy | Please select your request type. | 9:02:22 PM |
| Michael Parente | Change in Applications | 9:02:45 PM |
| Acebuddy | Please select your desired option! | 9:02:45 PM |
| Michael Parente | Application Addition | 9:02:59 PM |
| Acebuddy | Please select your Application | 9:02:59 PM |
| Michael Parente | Setback | 9:03:15 PM |
| Acebuddy | Please select your desired option! | 9:03:15 PM |
| Michael Parente | Setback | 9:03:26 PM |
| Acebuddy | Please select your request type. | 9:03:26 PM |
| Michael Parente | Setup Ace Server | 9:03:38 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 9:03:38 PM |
| Michael Parente | Microsoft Windows | 9:03:50 PM |
| | | |

| | | |
|--|--|------------|
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 9:03:50 PM |
| | Do you need any further assistance on the topic? | 9:03:50 PM |
| Michael Parente | Yes | 9:06:12 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 9:06:12 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:06:12 PM |
| | <i>Ankit declined the transfer request.</i> | 9:06:20 PM |
| | <i>Shubham Maurya accepted the chat transfer request.</i> | 9:07:46 PM |
| Michael Parente | Need assistance setting up Ace Connect on new pc | 9:08:03 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 9:08:04 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:08:12 PM |
| Michael Parente | I think server name is Parente my CID is CID74535 User may be michaelparente@myrealddata.net These may be incorrect so I will need your assistance | 9:10:48 PM |
| Shubham Maurya | No worries, let me check. Thanks for sharing information. | 9:11:21 PM |
| | May I take the remote access of your local computer? | 9:13:31 PM |
| Michael Parente | yes | 9:13:39 PM |
| Shubham Maurya | https://assist.acecloudhosting.com/join/8492601421 | 9:13:45 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 9:13:52 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:13:56 PM |
| | Please click on Yes for admin access on remote | 9:46:08 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 9:53:34 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:53:37 PM |
| | <i>Shubham Maurya has ended this chat session</i> | 9:53:39 PM |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 8:15:22 PM

#82459 Madina Vogel
Email: madinavogel@addsup.com.co
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: PERCY
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 2 Secs

| | | |
|--------------|--|--------------------|
| Madina Vogel | Hello, I am your Acebuddy | 10 Oct, 8:15:22 PM |
| Acebuddy | Hello Madina Vogel, I'm your Ace Buddy. I'll be happy to assist you! | 8:15:23 PM |
| | Whom Would You Like to Connect With? | 8:15:23 PM |
| Madina Vogel | Technical Support (QB & App Hosting) | 8:15:31 PM |
| Acebuddy | Welcome to Ace Support. | 8:15:31 PM |
| | Please chose an option : | 8:15:31 PM |
| Madina Vogel | I'd like to report an Issue | 8:15:37 PM |
| Acebuddy | Please select an option! | 8:15:37 PM |
| Madina Vogel | Other Issue | 8:15:42 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:15:42 PM |
| Madina Vogel | Printing | 8:15:49 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:15:50 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:15:50 PM |
| | <i>Gaurava Tyagi declined the transfer request.</i> | 8:16:01 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 8:16:08 PM |

| | | |
|--------------------|--|------------|
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 8:16:13 PM |
| | Hello Madina | 8:16:18 PM |
| Madina Vogel | I am getting an error that uniprint could not find a suitable way to transfer your print job to you. | 8:16:29 PM |
| | Hello! | 8:16:32 PM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 8:16:50 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:16:59 PM |
| Madina Vogel | italladdsup.myrealddata.net | 8:17:17 PM |
| | madina.vogel | 8:17:21 PM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. | 8:17:36 PM |
| | Thank you for your patience. | 8:19:05 PM |
| | Are you the only one experiencing this issue, or are others affected as well? | 8:19:18 PM |
| Madina Vogel | Each person has run into it when they first tried to print, I believe | 8:19:42 PM |
| | This is my first try... | 8:19:52 PM |
| Sujeet Kumar Suman | Are you encountering any errors when trying to print? | 8:20:05 PM |
| | <i>8:20:19 PMMadina Vogel is sharing a file with you</i> <i>image.png - (Size:5.12 KB)</i> | 8:20:19 PM |
| | Thank you for the screenshot. | 8:20:33 PM |
| | Thank you for providing the details. Let me check that for you. | 8:20:53 PM |
| | Thank you for your patience. | 8:24:22 PM |
| | We have made some changes from the backend. Could you please try again and let us know the result? | 8:24:57 PM |
| Madina Vogel | will i need to log off and back on? | 8:25:30 PM |
| Sujeet Kumar Suman | Please try without logging off. If you are still facing the issue, then log off and log back in. | 8:26:15 PM |
| Madina Vogel | tried without disconnecting and just tried again. still same error. | 8:26:50 PM |
| Sujeet Kumar Suman | Sorry for the inconvenience. Please log out and then log back in. | 8:27:23 PM |
| Madina Vogel | I have disconnected and reconnected and still getting the same error | 8:30:00 PM |
| Sujeet Kumar Suman | We sincerely apologize for this issue. May I take remote access of your local machine to perform further troubleshooting? | 8:30:09 PM |
| Madina Vogel | yes, please | 8:30:16 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 8:30:38 PM |
| Madina Vogel | all good | 8:30:45 PM |
| Sujeet Kumar Suman | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1512636308 | 8:30:57 PM |

| | | |
|--------------------|--|------------|
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 8:32:00 PM |
| | Thank you for your patience. | 8:45:53 PM |
| | As per discussion over the remote session, The issue is resolved. | 8:46:01 PM |
| Madina Vogel | Yes, the issue has been resolved. Thank you! | 8:47:26 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 8:47:38 PM |
| | Is there anything else I may help you with ? | 8:47:41 PM |
| | As you have confirmed during the remote session that there are no other concerns, we are closing this chat. | 8:50:19 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:50:21 PM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 8:50:24 PM |
| | <i>Sujeet Kumar Suman has ended this chat session</i> | 8:50:25 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82382 Robert Bruce

Email: bobbBrucecpa@gmail.com 📞 19703024587

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

9 Oct, 3:30:49 AM

Device: Desktop
City: EATON
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 47 Secs

| | | |
|--------------------------------|--|-------------------|
| Robert Bruce | Hello, I am your Acebuddy | 9 Oct, 3:30:49 AM |
| Acebuddy | Hello Robert V Bruce, I'm your Ace Buddy. I'll be happy to assist you! | 3:30:50 AM |
| | Whom Would You Like to Connect With? | 3:30:50 AM |
| Robert Bruce | Technical Support (QB & App Hosting) | 3:31:02 AM |
| Acebuddy | Welcome to Ace Support. | 3:31:02 AM |
| | Please chose an option : | 3:31:02 AM |
| Robert Bruce | I'd like to raise a Request | 3:31:10 AM |
| Acebuddy | Please select your request type. | 3:31:11 AM |
| Robert Bruce | Other Request | 3:31:26 AM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 3:31:26 AM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 3:31:26 AM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 4:15:37 AM |
| Ended due to chat idle timeout | | 4:15:37 AM |



Chat Transcript

I’m locked out of my account and need help

Visitor Details

16 Oct, 8:08:41 PM

#82692 Zach Perez
Email: araptor98@gmail.com 📞 7723619222
Department: Support(QB & App Hosting)
Operator: Manish Singh

Website: https://www.acecloudhosting.com/contact-us/
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 28 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 46 Secs

| | | |
|--------------|---|--------------------|
| Zach Perez | I'm locked out of my account and need help | 16 Oct, 8:08:41 PM |
| Akash | Thank you for contacting ACE. My name is Akash. I will be assisting you further. | 8:08:52 PM |
| | Akash is transferring the chat to Support(QB & App Hosting). | 8:09:28 PM |
| Zach Perez | Good morning. I'm locked out of my account currently. My ACE said I needed to change my password and I can't remember my original password. When I went to do forgot password it provided an email that I did not recognize | 8:09:54 PM |
| | Manish Singh accepted the chat transfer request. | 8:10:24 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 8:10:32 PM |
| | I will surely help you with this issue. | 8:10:50 PM |
| Zach Perez | Thank you | 8:10:59 PM |
| Manish Singh | Kindly help me with your server name and user name? | 8:11:01 PM |
| Zach Perez | My user name is araptor98 | 8:11:30 PM |
| | And is the server name the company I work for? | 8:11:43 PM |
| Manish Singh | Yes | 8:12:16 PM |
| Zach Perez | Yates Funeral Home | 8:12:25 PM |
| Manish Singh | Server name or company name associated with ACE | 8:12:29 PM |
| | Seems like your username is zach.p@myrealddata.net | 8:13:39 PM |
| | Could you please confirm | 8:14:00 PM |
| Zach Perez | That's correct | 8:14:18 PM |
| | Could you help me reset my password | 8:14:25 PM |
| Manish Singh | Kindly visit https://selfcare.acecloudhosting.com/ | 8:14:29 PM |
| | 8:15:06 PMManish Singh is sharing a file with you image.png - (Size:110.77 KB) | 8:15:06 PM |
| | In forgot password use your username zach.p | |
| | And continue after completing verification you can reset your password | 8:15:24 PM |

| | | |
|--|--|------------|
| Zach Perez | Thank you for your time | 8:16:49 PM |
| Manish Singh | Is there anything else I may help you with ? | 8:16:54 PM |
| Manish Singh has ended this chat session | | 8:27:38 PM |
| <div></div> | | |



Chat Transcript

Hello, I am your Acebuddy

| | |
|---|---------------------|
| Visitor Details | 24 Oct, 10:15:28 AM |
| #82903 Matthew Hofer | |
| Email: sec@meadowlanehb.com | |
| Department: Support(QB & App Hosting) | |
| Operator: Rohan | |
| Website: https://www.acecloudhosting.com/support-chat.php | |
| Operating System: Microsoft Windows | |
| Browser: Google Chrome | |
| Device: Desktop | |
| Average Response Time: 42 Secs | |
| City: LOMA | |
| State: Montana | |
| Country: UNITED STATES | |

Chat Transcript

Chat Duration : 16 Mins 22 Secs

| | | |
|---------------|---|---------------------|
| Matthew Hofer | Hello, I am your Acebuddy | 24 Oct, 10:15:29 AM |
| Acebuddy | Hello Matthew Hofer, I'm your Ace Buddy. I'll be happy to assist you! | 10:15:30 AM |
| | Whom Would You Like to Connect With? | 10:15:30 AM |
| Matthew Hofer | Technical Support (QB & App Hosting) | 10:15:37 AM |
| Acebuddy | Welcome to Ace Support. | 10:15:37 AM |
| | Please chose an option : | 10:15:37 AM |
| Matthew Hofer | I'd like to report an Issue | 10:15:43 AM |
| Acebuddy | Please select an option! | 10:15:44 AM |
| Matthew Hofer | QuickBooks Issue | 10:15:49 AM |

| | | |
|---------------|--|-------------|
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:15:49 AM |
| Matthew Hofer | Other QB related issue | 10:15:57 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:15:57 AM |
| Matthew Hofer | Ticket 747949 What is goin on Why is nobody adresssing my Problem? | 10:16:46 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:16:47 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:16:47 AM |
| | <i>Rohan accepted the chat transfer request.</i> | 10:16:57 AM |
| Rohan | Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today. | 10:17:05 AM |
| | Hello Mathew, how are you doing today ? | 10:17:15 AM |
| Matthew Hofer | Not Great Why is my issue not being fixed? | 10:17:42 AM |
| Rohan | Firstly, I do apologize for the inconvenience caused and thank you for providing the ticket number. We will surely look into this. Please allow me 5–6 minutes to check the status of the ticket. | 10:18:56 AM |
| | Thank you for your patience. I’ve checked and found that this ticket has already been escalated. The escalation team is still working on it from the backend. Could you please confirm your availability after 2:00 AM MST so that I can arrange a callback with the escalation engineer? | 10:27:22 AM |
| Matthew Hofer | 8:00 Am | 10:28:20 AM |
| Rohan | Thank you for the confirmation. I’ll arrange a callback with the escalation team at 8:00 AM MST. | 10:29:33 AM |
| | I will inform the team to prioritize this and call you back at the requested time. | 10:31:09 AM |
| | Is there anything else I may help you with ? | 10:31:14 AM |
| Matthew Hofer | No Thanks. | 10:31:29 AM |
| Rohan | Thanks for the confirmation ! | 10:31:44 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:31:46 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> | 10:31:49 AM |
| | <i>Rohan has ended this chat session</i> | 10:31:51 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 1:33:54 AM

#82226 Thomas Purifoy
Email: thomas@compasscinema.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 14 Secs
City: NASHVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 40 Secs

| | | |
|----------------|--|-------------------|
| Thomas Purifoy | Hello, I am your Acebuddy | 4 Oct, 1:33:55 AM |
| Acebuddy | Hello Thomas Purifoy, I'm your Ace Buddy. I'll be happy to assist you! | 1:33:55 AM |
| | Whom Would You Like to Connect With? | 1:33:55 AM |
| Thomas Purifoy | Technical Support (QB & App Hosting) | 1:34:02 AM |
| Acebuddy | Welcome to Ace Support. | 1:34:02 AM |
| | Please chose an option : | 1:34:02 AM |
| Thomas Purifoy | I'd like to raise a Request | 1:34:10 AM |
| Acebuddy | Please select your request type. | 1:34:10 AM |
| Thomas Purifoy | Setback | 1:34:22 AM |
| Acebuddy | Welcome to Ace Support. | 1:34:22 AM |
| | Please chose an option : | 1:34:22 AM |
| Thomas Purifoy | I'd like to report an Issue | 1:34:29 AM |
| Acebuddy | Please select an option! | 1:34:29 AM |
| | | |

| | | |
|----------------|---|------------|
| Thomas Purifoy | QuickBooks Issue | 1:34:33 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:34:33 AM |
| Thomas Purifoy | Other QB related issue | 1:34:37 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:34:37 AM |
| Thomas Purifoy | Ticket 777422 | 1:34:43 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:34:43 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:34:43 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 1:35:22 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 1:35:27 AM |
| | Hello Thomas | 1:35:31 AM |
| | How are you? (Edited) | 1:35:36 AM |
| | I will surely help you with this issue. | 1:36:47 AM |
| | Do you still facing the server accessibility issue? | 1:37:15 AM |
| Thomas Purifoy | Yes | 1:37:33 AM |
| | I just tried it and it gave the same error. | 1:37:40 AM |
| Shashwat Verma | Alright! we'll help you out! | 1:38:02 AM |
| | May I take the remote access of your local computer? | 1:38:04 AM |
| Thomas Purifoy | Sure | 1:38:12 AM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. | 1:38:17 AM |
| Thomas Purifoy | Sure. Would you like to be able to see my setup first? | 1:38:31 AM |
| Shashwat Verma | https://assist.acecloudhosting.com/join/7082431759 | 1:38:31 AM |
| | Kindly Click on the link and open the downloaded file. | 1:38:40 AM |
| | <i>1:38:43 AMThomas Purifoy is sharing a file with you</i> Screenshot 2025-10-03 at 3.07.58 PM.png - (Size:45.97 KB) | 1:38:43 AM |
| | The gateway is not configured | 1:39:18 AM |
| | Either create it by the name RDG.myrealdata.net or allow me to do the same | 1:39:43 AM |
| | Let me know, how would you like to proceed? | 1:39:56 AM |
| | as per the remote session, we have configure the gateway on windows app, issue resolved | 1:49:27 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:49:32 AM |
| | <i>Shashwat Verma has ended this chat session</i> | 1:49:35 AM |

