

## Visitor Details

## #82778 Jenifer Graham

**Email:** [jgraham@mca80238.com](mailto:jgraham@mca80238.com) ☎ 3033880724

**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: 1 Min 40 Secs**

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Jenifer Graham	Hello, I am your Acebuddy
Acebuddy	Hello Jenifer Graham, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jenifer Graham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenifer Graham	I'd like to report an Issue
Acebuddy	Please select an option!
Jenifer Graham	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jenifer Graham	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jenifer Graham	When trying to download reports into a excel file, it tells us it is out of storage
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jenifer Graham	It seems to be all of ours
	MCA.myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	Jenifer, thank you for staying connected.
Jenifer Graham	we paid to have excel
Yash Kalra	Please let us know when was the last time you were able to access the Excel.
Jenifer Graham	several months
Yash Kalra	Jenifer, we have made some changes form the backend in order to resolve this issue. Please log off and log back in to the server to check if the issue is resolved? (Edited)
Jenifer Graham	ok
	I will have my coworker try, it will disconnect this chat if i do
	he said... system may not have enough memory.
	<i>3:09:56 AMJenifer Graham is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:11.98 KB</i> )
Yash Kalra	Please stay connected while we are making some changes from the backend. (Edited)
Jenifer Graham	ok
Yash Kalra	Jenifer, please ask your co-worker to log off and log back in once again and check if the issue is resolved now.
Jenifer Graham	will do
Yash Kalra	Sure, please take your time
Jenifer Graham	Jenifer, Is your co-worker able to access the server now?
	now that it will open the one excel, will it allow us to continue to add to the wrksheet
	it seems like this happens every couple of months.
Yash Kalra	Yes, I have the required changes from the backend and now you can easily be able to create a new worksheet as well.
Jenifer Graham	sounds good.
	Thank you
	what was the issue before
Yash Kalra	We really apologize for this inconvenience, but I will make sure to deep down this issue and try to find the real root cause,
	The issue we faced was because of some permission but now I made the desired changes and believe it should not occur
	Is there anything else I may help you with ?
Jenifer Graham	no thanks

Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Yash Kalra has ended this chat session	



I have  
show

Visitor Details

**#82877 Reed**  
**Email:** jreed@w7global.com 📞 812-206-5955  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** <https://www.acecloudhosting.com/knowledgebase/how-to-install-uniprint-client/>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** SELLERSBURG  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript

Reed	I have upgraded my computer but now uniprint will not work. it shows my pc but shows the IP as 0.0.0.0 and nothing will
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	Hi Reed, do you have an account with Ace ?\
Reed	Yes we use a cloud server
Akash	Okay, with Ace ?
Reed	yes
Akash	Thank you, please confirm the account name.
Reed	W7 Global LLC

Akash	Thank you. Let me connect you to support team.
Reed	thank yo
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Reed	Hello, thank you
Sanyam Madan	Hello , how are you doing
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Reed	Great, I'm trying to get the UniPrint server to reconnect to my new computer
Sanyam Madan	Kindly allow me two minutes to check the same.
Reed	server name is W7GLOBAL
	username is James_W7, I think
Sanyam Madan	Kindly allow me two minutes to check the same.
	We have restarted the UniPrint service from the backend. Please check on your end and let us know if everything is working
	Are we still connected here?
Reed	checking
	still nothing prints
Sanyam Madan	Kindly allow us some more time, we are checking it from the backend.
	Can you please check now , if it is working fine on your end.
Reed	checking now
	do i need to logout and back in
Sanyam Madan	Yes.
Reed	sorry, getting back in now
Sanyam Madan	yes please
Reed	still nothing
Sanyam Madan	May I take the remote access of your local computer?
Reed	sure
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
Reed	okay
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/4092789219">https://assist.acecloudhosting.com/join/4092789219</a>
	Kindly paste this link in the browser of local computer and join the session.
	We have restarted the UniPrint services from the backend and attempted to connect using the UniPrint Client, but it's still

Reed	i'm here
Sanyam Madan	As discussed , I'll quickly arrange a callback from one of our senior engineers on 8127040599
Reed	thank yo
	*you
Sanyam Madan	Is there anything else I may help you with ?
Reed	no that is all
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sanyam Madan has ended this chat session*



Visitor Details

**#82911 Test Account**  
**Email:** test@test.com 📞 +917878787878  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikas Singh Chauhan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	<i>test has ended this chat session</i>

Visitor Details

**#82610 Christopher Stolworthy**  
**Email:** cstolworthy@gmail.com ☎ 8013828750  
**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:** RICHMOND

**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

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

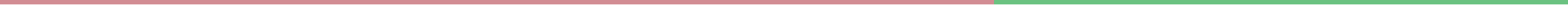
*Ended due to chat idle timeout*

Visitor Details

**#82641 Carissa**  
**Email:** cliu@uniprogroup.biz  
**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:** 3 Secs  
**City:** CHELTENHAM  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Carissa	Hello, I am your Acebuddy
Acebuddy	Hello Carissa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carissa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carissa	I'd like to raise a Request
Acebuddy	Please select your request type.
Carissa	Password Reset
Acebuddy	Please select an option below
Carissa	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Carissa	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Carissa
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Sujeet Kumar Suman has ended this chat session</i>





Visitor Details

**#82238 Angela Head**  
**Email:** angela.a.head@gmail.com 📞 9072996404  
**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:** HOMER  
**State:** Alaska  
**Country:** UNITED STATES

Chat Transcript

Angela Head	Hello, I am your Acebuddy
Acebuddy	Hello Angela Head, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angela Head	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angela Head	I'd like to report an Issue
Acebuddy	Please select an option!
Angela Head	Password Reset
Acebuddy	Please select an option below
Angela Head	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Angela Head	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*



Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maria Echeverri	Setback
Acebuddy	Hello Maria Echeverri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maria Echeverri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maria Echeverri	Setback
Acebuddy	Hello Maria Echeverri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maria Echeverri	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar declined the transfer request.</i>
	<i>Sushant accepted the chat transfer request.</i>
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Maria Echeverri	Hi! We have a new member on our account and she has a Windows computer, we need an .RDP file to be able to install a
Ashutosh Mishra	Hello Maria, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Maria Echeverri	okay, her user is: maria.r1@myrealdata.net
Ashutosh Mishra	Please allow me to inform the RDP file can be downloaded through My Portal.
	Jo is the My Portal admin currently, who can access My Portal and download RDP for Maria.
Maria Echeverri	Can you please send it to her email? It'll be much easier for us, Jo is busy and won't be able to help us: maria.restrepo@oi
Ashutosh Mishra	I will send the instructions to Jo to share the RDP with Maria.
	Sure, for your convenience i can share the RDP over the email too along with instructions for future scenario.
	Is there anything else I may help you with ?
Maria Echeverri	That'll be it, if you can share that rdp file with maria.restrepo@onfloor.com it would be greatly appreciated.
Ashutosh Mishra	Rest assured shortly the RDP will be shared over the email and we will continue to follow up to ensure smooch server acc
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Maria Echeverri	Thank you!! you as well
Ashutosh Mishra	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</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 appi</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Ashutosh Mishra has ended this chat session</i></p>

Visitor Details

**#83021 Maureen Cross**  
**Email:** maureen.cross@bhcpasllc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** MONTROSE  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maureen Cross	I'd like to raise a Request
Acebuddy	Please select your request type.
Maureen Cross	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Maureen Cross	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Maureen Cross	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Maureen Cross	hello
Manish Singh	Hii Maureen
	How may I assist you today?
Maureen Cross	Ace Web Connector
Manish Singh	Yes, are you not able to access server?
Maureen Cross	I was sent the link and I have downloaded the app, but I cannot get my credentials to work
Manish Singh	I will surely help you with this issue.
	Are any other users affected, or is it limited to your account only?
Maureen Cross	ok
	not that I am aware. I got a new laptop for work and I need to have the use of Ace for our bookkeeping
Manish Singh	May I take the remote access of your local computer?
Maureen Cross	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6262809715">https://assist.acecloudhosting.com/join/6262809715</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
Maureen Cross	should be ready
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Is there anything else I may help you with ?

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

Manish Singh has ended this chat session



## Visitor Details

**#83008 Steve Frisbie**  
**Email:** sfrisbie@ifsgroupusa.com 📞 18165478338  
**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 1 Sec  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
Steve Frisbie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Steve Frisbie	How do I access <a href="https://portal.acecloudhosting.com">https://portal.acecloudhosting.com</a> so we can use the internet to access our server?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Steve
Steve Frisbie	hi
Manish Singh	How May I assist you, are you still not able to access Myportal?
Steve Frisbie	I would like to start accessing our server thru our web browser. Ish it ttps://portal.acecloudhosting.com?
Manish Singh	Are you not able to access server, That's what the problem is?
Steve Frisbie	no but we are always getting kicked off our it with an RDCc
	Also it would be more convenient when we use QB with our other programs at the same time
Manish Singh	As I can see you are active on the server right now.
Steve Frisbie	yes, I finally go logged into MyPortal
Manish Singh	Great! So now the issue is you are getting kicked off from the server right?
Steve Frisbie	that and we would like to migrate all of our programs to being used over the internet.
Manish Singh	Can we arrange a callback to assist you regarding that, and it will be more convenient for you?
Steve Frisbie	yes
Manish Singh	8165223755 Is this the best callback number to reach you? (Edited)
Steve Frisbie	yes
Manish Singh	Can you please let me know any preferred time to call you?
Steve Frisbie	now
Manish Singh	It will take some time around 30-45 minutes.
Steve Frisbie	ok. I'll wait to hear from you. Thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Steve Frisbie	bye
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

*Manish Singh has ended this chat session*

### Visitor Details

**#82469 Chris Geiger**  
**Email:** cgeiger44@gmail.com 📞 15164136689  
**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:** DEER PARK  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript

Chris Geiger	Hello, I am your Acebuddy
Acebuddy	Hello Cgeiger44, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris Geiger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Geiger	I'd like to raise a Request
Acebuddy	Please select your request type.
Chris Geiger	Other Request



Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Chris Geiger	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	



Visitor Details

**#82879 vallestee25**  
**Email:** vallestee25@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** COLORADO SPRINGS  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

vallestee25	Hello, I am your Acebuddy
Acebuddy	Hello Vallestee25, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
vallestee25	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vallestee25	I'd like to report an Issue

Acebuddy	Please select an option!
valleysteel25	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
valleysteel25	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
valleysteel25	Ticket ID: 790104
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav kumar declined the transfer request.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
<i>Yash Kalra is transferring the chat to Shashwat Verma.</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
	We have checked the ticket and found that you are still facing the same issue, hence we recommend a 3 way call-back wi
	Let me know, is that work for you?
valleysteel25	12:15 pm for a callback number is 406-568-2500
Shashwat Verma	Kindly confirm the timezone
valleysteel25	mountain standard time
Shashwat Verma	Noted, we'll connect you accordingly.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Shashwat Verma has ended this chat session</i>	

Visitor Details

#83075 Allen  
Email: allen@infiniteaccountants.com ☎ 2125440001  
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: 45 Secs  
City: PULONG SANTA CRUZ  
State: Laguna  
Country: PHILIPPINES

Chat Transcript

Allen	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Allen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Allen	I'd like to report an Issue
Acebuddy	Please select an option!
Allen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Allen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Allen	Inside Quickbooks Dekstop, The QuickBooks app is not working or I can't log in to the app.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

*Shubham Maurya accepted the chat transfer request.*

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Allen	myrealdata\AllenC.NPRE
Shubham Maurya	Business name: Infinite Accounting Services CID61322  Please confirm above details are correct?
Allen	Yes
Shubham Maurya	Thanks for the confirmation !
	Please wait let us restart quickbooks services from backend, Once done then please try to launch the app again. Other us
Allen	Both
Shubham Maurya	Alright, now please try again and check if it's working for you.
Allen	Still not working
Shubham Maurya	Okay, please wait let me disconnect your session manually this will clear any cache file on profile.
Allen	Only this server is working, but the other server is not.
Shubham Maurya	We are performing server reboot, it's a shared server multiple users are logged in so informing them to save there work a
	Thanks for the patience Allen.
	It's rebooted now please login back and check the application working.
Allen	Got it in. Thanks
Shubham Maurya	You are most welcome !
	Is there anything else I may help you with ?
Allen	No
Shubham Maurya	Thanks for your patience with us while working on this.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shubham Maurya has ended this chat session*



Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>11:05:00 PM</i> Tami Bowen is sharing a file with you <a href="#">Screenshot 2025-10-18 at 4.06.54 PM.png</a> - ( Size:203.18 KB )
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tami Bowen	Not sure of the server name. How do I find that?
	User name:
	Tbowen_CB@myrealddata.net
Ashutosh Mishra	Thank you for providing the details.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
	Are we still connected here?
Tami Bowen	Just me experiencing it
Ashutosh Mishra	Is this the first time you are facing this issue?
Tami Bowen	with you as our host
Ashutosh Mishra	Please try to open QuickBooks now.
Tami Bowen	same result
Ashutosh Mishra	May I take the remote access of your server?
Tami Bowen	please
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Please request all users to log off from the company file.
Tami Bowen	Are you seeing the file doctor notice?
Ashutosh Mishra	Yes, I did see that.
	I am making some changes from the backend, Please request all users to log off from the company file.
Tami Bowen	OK. Everyone is logged off.
Ashutosh Mishra	Thanks for the confirmation !
	Please enter password.
Tami Bowen	E@tnut\$81
	oops
	Same message
Ashutosh Mishra	Yes

	Kindly allow me two minutes to check for this.
Tami Bowen	E@tnut\$81
	same mistake
	Same message
Ashutosh Mishra	Yes lets try opening file from different location.
Tami Bowen	one of my employees computer?
Ashutosh Mishra	I meant changing the file location on your computer itself.
	Please enter password.
	Can we open any different company file?
Tami Bowen	What do you mean?
	An old one?
Ashutosh Mishra	Yes
Tami Bowen	I think there are backups somewhere. Not my department
	Not sure why it's saying my password is bad.
	What should I do now?
Ashutosh Mishra	Their are some pending updates for QuickBooks application that we can schedule during night hours to avoid any interrup
Tami Bowen	What company file should I use to open QB as Admin
Ashutosh Mishra	Please verify the exact company file location with other users who are successfully able to log in, the name should match
	If issue persists, I will escalate it to the senior team to reach out and assist you over the phone.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Ashutosh Mishra has ended this chat session*



Visitor Details

**#83159 rminaya**  
**Email:** rminaya@calldad.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikas Singh Chauhan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 48 Secs  
**City:** SANTO DOMINGO ESTE  
**State:** Santo Domingo  
**Country:** DOMINICAN REPUBLIC

Chat Transcript

rminaya	Hello, I am your Acebuddy
Acebuddy	Hello Rminaya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rminaya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rminaya	I'd like to report an Issue
Acebuddy	Please select an option!
rminaya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>6:08:56 PMrminaya is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:106.66 KB )</i>
rminaya	hello, we are getting this error when we log into QB.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
rminaya	what does that mean, what we need to do next?
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
rminaya	how can I see the server name in QB?



	my user name is RolfiM
Vikas Singh Chauhan	You can not see server name in QB. You can provide your business name, I will check with that.
	Thank you, allow me a minute to check.
rminaya	ok, the company name is CALL DAD /SKY HVAC
Vikas Singh Chauhan	Is this your username RMinaya.HVAC@myrealdata.net?
rminaya	YES
Vikas Singh Chauhan	Thanks for the confirmation !
	The message you are getting on Quickbook after opening it is for pending updates.
rminaya	we are getting that message of critical updates. but we don't know if we need to do something or what should we do. last why should we run updates again this week?
Vikas Singh Chauhan	Let me check the other ticket you have mentioned about.
	It seems, you are talking about the ticket #788737 where rebuilding the QuickBooks company file to address an error, it v
	But these are the updates for Quickbooks released by Intuit.
	We cannot perform the updates now as multiple users from your business account are logged in and using Quickbook.
	Are we still connected here?
	Are we still connected here?
rminaya	hello
Vikas Singh Chauhan	Hello, yes
	Are we still connected here?
	Are we still connected here?
rminaya	so what should we do to get the updates without losing are old data in QB including customers and vendors?
Vikas Singh Chauhan	These updates we can complete during off hours when all users are logged off.
rminaya	but that update will delete any of the old data we have?
Vikas Singh Chauhan	Also, with these updates you do not loose any data.
	I have checked the old ticket which you have mentioned and it was another issue.
rminaya	but why we lost customers and vendors data last time?
Vikas Singh Chauhan	I have checked the old ticket which you have mentioned and it was another issue.
	It was related to company file and after rebuilding the company file caused that issue where you lost customers and vend
rminaya	let me talk to my Manager about that what do you need from us to run that update?
Vikas Singh Chauhan	We just need to check that all users are logged out and then only we can run the updates, which we can do in night hours
rminaya	is that update necessary, right?

Vikas Singh Chauhan	Which version of Quickbooks are you using ?
rminaya	how can I see the version?
Vikas Singh Chauhan	I have just checked, you are using Quickbook Enterprise 2021.
	And most important updates are already completed, so you can ignore this message which you are getting after opening
	Are we still connected here?
rminaya	ok, so no update is needed right now?
Vikas Singh Chauhan	Yes
	It is not required at the moment.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Vikas Singh Chauhan has ended this chat session	

Visitor Details

**#82275 brandon**  
**Email:** brandon@clintonreilly.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:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

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

Visitor Details

**#82817 Kerrin Wikle**  
**Email:** kerrin@stricklandcpa.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:** PEACHTREE CORNERS  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

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

Kerrin Wikle	I'd like to raise a Request
Acebuddy	Please select your request type.
Kerrin Wikle	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	



Visitor Details

**#82885 Sara Guethle**  
**Email:** squareoneflooringinc@gmail.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:** SPRINGFIELD  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript

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

	Please chose an option :
Sara Guethle	I'd like to raise a Request
Acebuddy	Please select your request type.
Sara Guethle	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	Ended due to chat idle timeout



Visitor Details

**#82753 fabell**  
**Email:** fabell@abellturf.com ☎ 16782960822  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 18 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
fabell	I'd like to report an Issue
Acebuddy	Please select an option!
fabell	Password Reset
Acebuddy	Please select an option below
fabell	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
fabell	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
fabell	I am locked out of my account.
	I am on the self care portal... the email address under the re-set is not one of mine
	How do we get my account unlocked and re-opened?
Vikas Singh Chauhan	Let me transfer you to a specialist who can better address your concern.
	<i>Vikas Singh Chauhan is transferring the chat to Shubham Maurya.</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fabell	Server Name: QBlive03.myrealdata.net
	User name: FrankA.q3
	I am the company owner
	Franklin Abell
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, we can see that email ID for your account updated on Myportal is fabell@abellturf.com And for self care portal currently you are not enrolled on it.
	We can help you with the steps to enroll on it.
	Business name:Abell Turf and tractors CID60001

	Please confirm above details are correct?
fabell	Yes, that is correct
	Do you show me being locked out currently?
	I went on the company portal and re-set my password
Shubham Maurya	Yes, we can see that your account is locked at the moment, please wait let me unlock it.
fabell	I see it is now unlocked
	Let me see if I can access the serverr
	server
Shubham Maurya	Sure, please take your time.
fabell	It let me in, if you don't mind...let's make sure QB opens properly
	Well...getting Error code: H505 now...
	Can you assist?
Shubham Maurya	Sure, please hold on can you share me screen shot for the same?
fabell	How do you do a screen shot on a mac?
	Let me look that up
	<p><i>6:20:28 PMShubham Maurya is sharing a file with you</i></p> <p><a href="#"><i>How to Manage ACE Server Users 4.pdf</i></a> - ( <i>Size:1.33 MB</i> )</p> <p><i>Now you can Add / Remove users as well as reset their passwords (if need be) from your end via Ace Myl</i></p> <p><i>Please log in to <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>. Your username will be your CID60001. In c</i></p> <p><i>Please note that only registered account owner (fabell@abellturf.com) is allowed to perform the user's</i></p>
Shubham Maurya	To take a screenshot on a Mac, <b>press Shift-Command-3 for the entire screen or Shift-Command-4 to select a spe</b>
	<p><i>6:21:43 PMfabell is sharing a file with you</i></p> <p><a href="#"><i>image.png</i></a> - ( <i>Size:541.4 KB</i> )</p>
	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, please wait we are making some changes from backend that will close QB from your end. Then a
	Alright, thanks for staying connected. Please login now and check it it's working fine.
fabell	Trying right now
	Same error: H505
	I am in dire need of getting into the system asap.
Shubham Maurya	Okay, have you followed the steps on error message where it says to use "Host multi-user" ?
fabell	You cannot change to multi-user until you are logged into QB...
Shubham Maurya	Please hold on let me check if we can take remote access or any other steps is pending from backend.

	Okay, we can see that there are 2 servers working from backend for your account, So right now are are making changes t
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Shubham Maurya has ended this chat session</i>	



## Visitor Details

**#82377 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**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:** 33 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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



	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	please update QB if we need it at midnight. there are several issue related to update I guess
	<i>2:12:53 AM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:12.18 KB )
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	Server name : Bongryong.myrealdata.net. User name : Donna_BK
Shubham Maurya	Thanks for the confirmation !
	We will proceed with the QuickBooks update during off-shift hours. If you have a specific time window you'd prefer, please
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Maurya has ended this chat session</i>

Visitor Details

**#82372 Jasmine**  
**Email:** jasmine@svdp-sacramento.org  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SACRAMENTO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

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

*Ended due to chat idle timeout*



Visitor Details

#82246 cory

Email: cory@totalfeeds.com 📞 18177711968

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: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript

cory	Hello, I am your Acebuddy
Acebuddy	Hello Cory L Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
cory	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cory	I'd like to raise a Request
Acebuddy	Please select your request type.
cory	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
cory	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.
	For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to
	(Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be prc
	Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

### Visitor Details

**#82781 jhandy**  
**Email:** jhandy@sweiskloss.com ☎ 13103946460  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** SANTA MONICA  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript

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

jhandy	I have created a new user. He is trying to download the server. He has the RDP Generator open. What is our sever name?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
jhandy	Hello
Anjainay Singh	Hello Jhandy, how are you?
jhandy	I am well, thank you. Hope you are too.
Anjainay Singh	I am good , thankyou for asking.
	As I have understand from your previous comments that newly user created by you is unable to setup RDP , am I right?
jhandy	Correct.
Anjainay Singh	No issues , is the new user name [anthony.a1@myrealdata.net](http://anthony.a1@myrealdata.net/)?
jhandy	yes.
Anjainay Singh	As I can see you have created the user from My Portal , so you can also download the RDP file for new user from it.
jhandy	Where do I find the download?
	<i>5:10:49 AMAnjainay Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:11.11 KB )</i> <i>As you can see in the screenshot the Download RDP section in blue icon , when you will click it will e</i>
Anjainay Singh	You may download directly from My Portal and send it to new user.
jhandy	Oh. I can download it and send it to someone else? That seems odd to me. Let me give it a shot.
Anjainay Singh	Sure.
jhandy	I get an error "something went wrong, contact support"
Anjainay Singh	No worries Jhandy , could you please provide me new user email address I will directly send him the new RDP file?
jhandy	That would be great. His email is aaguilar@sweiskloss.com
Anjainay Singh	Thankyou for your confirmation.
	Is there anything else I may help you with ?
	I will keep you in Cc while sending him an email.
jhandy	Thank you. I am sitting next to him. Hopefully we can get it to work. Thanks!
Anjainay Singh	Please also click on smiling emoji to provide your positive feedback.
	I am sending an email after this chat gets end.
	Please share your positive feedback by clicking on smiling emoji as it will make my day.
	Once I end the chat you will see it.

jhandy	Happy to.
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anjainay Singh has ended this chat session	

my account is locked - I have not logged into it is a very long time - I wanted to update my password and use it for a client

Visitor Details

**#82643 Brenda Plunkett**  
**Email:** brenda@jamesoncpa.com ☎ 978-808-4064  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/contact-us/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Core\_Brand\_Terms&utm\_device=mobile  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 52 Secs  
**City:** BOSTON  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

Brenda Plunkett	my account is locked - I have not logged into it is a very long time - I wanted to update my password and use it for a client
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	Let me check this.
	Can I have the name of the account please.
Brenda Plunkett	Brenda Plunkett - Jameson and Company
Amit	are you one of the users on this account or the entire Jameson account is locked?
Brenda Plunkett	just one of the users - my login for Jameson3 -

Amit	Ok got it. Give me a second.
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Brenda Plunkett	Hi Shubham - my user login is locked - see chat above
Shubham Maurya	Please confirm your business name :Jameson CPA  Server name: JamesonCPA.myrealdata.net CID61483
Brenda Plunkett	correct - just my login for Jameson3 is locked
Shubham Maurya	Alright now worries Brenda, Please allow me few minutes to unlock your account.
	Thanks for the patience, We have unlocked your account please try to login with same password and let us know if it's wo
Brenda Plunkett	no - still says restritcted
Shubham Maurya	Please confirm the user name is Jameson3@myrealdata.net
Brenda Plunkett	I used the ace cloud hosting self care portal above
	yes - correct
Shubham Maurya	Jameson3@myrealdata.net  Is not enrolled on selfcare portal
	Try to login using RDP file first
Brenda Plunkett	doesn't work with my rdp - I get Login attempt failed
Shubham Maurya	That's for Incorrect password, bcohen@jamesoncpa.com can reset your password using Myportal <a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a>
	Username for Myportal will be CID61483 and use forgot password to reset password.
	Or else we can reset your password for you but we need a direct mail from account POCs [Shawn@jamesoncpa.com](mail
Brenda Plunkett	Thanks - I will let Bryan know.  please do reset it and send the email to bryan and shawn!!
Shubham Maurya	Is anyone of them is available right now over there to send an email?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Maurya has ended this chat session</i>

Visitor Details

**#82120 Sabrina Ferrante Reis**  
**Email:** sabrina@timeprotax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 16 Secs  
**City:** FRANCA  
**State:** Sao Paulo  
**Country:** BRAZIL

Chat Transcript

Sabrina Ferrante Reis	Hello, I am your Acebuddy
Acebuddy	Hello Sabrina Ferrante Reis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sabrina Ferrante Reis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sabrina Ferrante Reis	I'd like to report an Issue
Acebuddy	Please select an option!
Sabrina Ferrante Reis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Sabrina Ferrante Reis	I can't open my client's Tax Return on ProSeries.
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	



		<i>Shubham Gupta declined the transfer request.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you to
	Sabrina Ferrante Reis	Hello Manish
		<i>6:44:16 PM</i> Sabrina Ferrante Reis is sharing a file with you <a href="#">image.png</a> - ( Size:124.89 KB )
		When I try to open a Tax Return on ProSeries, this message appears
	Manish Singh	I will surely help you with this issue.
		Is this the first time you're experiencing this issue? Also, are any other users affected, or is it lir
	Sabrina Ferrante Reis	Yes, it's the first time because it's the first time I'm using ProSeries on the server.
		No, my coworker Elaine is able to access all the returns normally
		Only my account
	Manish Singh	May I take the remote access of your local computer?
	Sabrina Ferrante Reis	Sure
	Manish Singh	<a href="https://assist.acecloudhosting.com/join/6052732057">https://assist.acecloudhosting.com/join/6052732057</a>
		Prior providing the access, I would suggest you to close any important documents at your end.
		Kindly paste this link in the browser of local computer and join the session.
	Sabrina Ferrante Reis	Okay
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remc
		As we are unable to find the exact location of the file we need to escalate this case.
		We have installed Pro series tool hub to repair the corrupted file.
		And updated the pro series too.
		We will arrange a callback from our Escalation team at +55 16 99382-0720
		Is there anything else I may help you with ?
	Sabrina Ferrante Reis	No, thank you!
	Manish Singh	I apologize for the trouble you’ve experienced.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding
		I request you to kindly spare a moment to fill that out for me so that my managers can know h
		Note: You may change/reset your server password on your own by registering on our Selfcare P
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a>
		<i>Manish Singh has ended this chat session</i>

Visitor Details

**#82211 Daniel**  
**Email:** soufloretail@gmail.com 📞 7862736166  
**Department:** Support(QB & App Hosting)  
**Operator:** Dharmendra Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 35 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Daniel	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representat
	9:00:21 PMDaniel is sharing a file with you <a href="#">image.png</a> - ( Size:23.51 KB )

		Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Daniel	thank you
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assistin
	Daniel	Hi
	Sujeet Kumar Suman	Hello Daniel
	Daniel	Hi. Hope you are awe;;
	Sujeet Kumar Suman	Thanks. How are you doing?
	Daniel	We talked 2 days ago about a problema we have with bank feed. "You told me you were going t
		Good and you??
		<i>9:04:10 PMDaniel is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:33.17 KB )</i>
		it says Install Pending
	Sujeet Kumar Suman	Yes, I remember that. We already sent you the follow-up email.”
		Thank you for the screenshot.
	Daniel	You asked me for a phone numer to call in real time, I sent you the phone unmer
	Sujeet Kumar Suman	Let me look into it for you.
	Daniel	You told me that but it says "Install pending"
		Thanks
	Sujeet Kumar Suman	Yes, I received your email. Thank you for all the information. (Edited)
	Daniel	Thank you
		We have 3 difentes companies and diferentes users. I think its your server
	Sujeet Kumar Suman	Thank you for your patience.
		Yes, I just checked, and the pending items are still pending. To update the pending installation,
	Daniel	Can we do it store by store?
		Who is going to call us?
	Sujeet Kumar Suman	Sure, let me check with my team.
	Daniel	Not sure if the update is going to resolve the problem. LAsta time we take almost a week to res
	Sujeet Kumar Suman	We completely understand your situation, and this time we will do our best to resolve it as soor
	Daniel	The owner wants to resolve this as soon as posible because accounting need it

Sujeet Kumar Suman	As checked, users are currently logged into the server, and QuickBooks is open on the server si To proceed with the pending update, could you please guide all users to log out from the server
Daniel	Did your team told you that?Becuase the last time you did the updates and problem was the se  you changed the firewall in your server to restotre it
Sujeet Kumar Suman	Yes, we tried, but this time the error may be due to the pending update. If you're still getting th
Daniel	I would prefer not to keep trying one thing and then another if it doesn't work. The right time fc it after hours today, and I'd rather not rely on it being done later, because it seems it wasn't dc from your team could go directly to the specific point that needs to be fixed. Thank you very m
Sujeet Kumar Suman	Are you getting the error on all three different company files?
Daniel	YES  If you want, we can update one location (on of the companies) and log off the user for that com
Sujeet Kumar Suman	Got it. As you confirmed, you're facing the issue with all three company files, and we've also ve To resolve the issue, we will need to perform a clean installation of QuickBooks. This process wi Please let us know a suitable time to proceed.
Daniel	Please proceed with this. Keep in mind that you should have a backup of everything. I will start  Everyone has closed their applications and logged out. Please proceed. Thank you
Sujeet Kumar Suman	Sure, we will proceed with the clean installation of QuickBooks and will inform you via email on
Daniel	Right now here 12:00pm. We need it at 12:30 (EST) Thank you!!
Sujeet Kumar Suman	Sure. we will.
	Is there anything else I may help you with ?
Daniel	Please if you can, stay here until complete the updates in 30 min. Thanks
Sujeet Kumar Suman	Sure, as you confirmed, we are proceeding with the clean installation of QuickBooks.
Daniel	We just don't want to risk leaving it like this and then, after the 30 minutes, not having anyone  Thank you  Go ahead
Sujeet Kumar Suman	Thanks for the confirmation !
Daniel	I waill talk to you in 15min to know how is the process and then I will talk to you again at 12:30
Sujeet Kumar Suman	Sure, we will also keep you updated.
Daniel	All of our employees are waiting and everything is on hold while you complete this. Thank you  Please, thanks!
Sujeet Kumar Suman	Hello Daniel, As some users are currently using the QuickBooks application, we are unable to proceed with tl Please let us know once all users have logged out, so we can continue with the installation proc
Daniel	We are all logged out, everyone has signed out, and no users are currently active.  Can you please tell me wich user?PLEASE

		Please try again
	Sujeet Kumar Suman	As checked below user are active: Rubens, Combo SouFlo.n margarittat
	Daniel	Please try again
	Sujeet Kumar Suman	As we have rebooted the server, it is now necessary to proceed with the clean installation.
	Daniel	Do you need anything in opur end?
	Sujeet Kumar Suman	Not right now.
	Daniel	Can you please confir if all user are now log off?Are you able to procced?Thanks
	Sujeet Kumar Suman	Yes, all users are log off from the server,.
	Daniel	Thank you please let us know are here waiting. Thanks
	Sujeet Kumar Suman	Thank you for your patience and cooperation with us
		We are now installing QuickBooks Enterprise on your server. This will take less than 10 minutes
	Daniel	Ok Thank you!!
		With the updat right?
	Sujeet Kumar Suman	Yes, we will also check the update and then guide you to open the QuickBooks application
	Daniel	Thank you
	Sujeet Kumar Suman	Most welcome Daniel.
		Thank you for your patience.
		The application has been successfully installed on the server. We are now checking for updates
	Daniel	Ok thank you
		Please let me know in order to login and try. Thanks
	Sujeet Kumar Suman	Sure, once QuickBooks is updated, we will let you know
	Daniel	Thank you
	Sujeet Kumar Suman	Thank you for your patience and cooperation. The QuickBooks application has been successfull
	Daniel	Let us try
		Thank you
		Sorry, we are not able to open QB
		It says there is a pending update
	Sujeet Kumar Suman	Please try. (Edited)
		10:08:06 PMDaniel is sharing a file with you <a href="#">image.png</a> - ( Size:479.35 KB )
		Sorry for the inconvenience, but we have updated the QuickBooks application. However, we are

	Daniel	All three location say the same
		we close and we can conitnue but everytime we open Qb, show that
	Sujeet Kumar Suman	Okay, please try again now
	Daniel	It didn't work. The same error is still showing
		"As I mentioned, this is not the first time, and we know that just updating is not enough. I kindly
	Sujeet Kumar Suman	Deeply apologize for the inconvenience.
		May I take the remote access of your server?
	Daniel	YEs
		Margarita user please
	Sujeet Kumar Suman	To remove the bank feed option and then re-add the bank feed in QuickBooks, please follow the
	Daniel	Can you please take the control and re add?
	Sujeet Kumar Suman	Sure, kindly approve.
	Daniel	D
	Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remc
	Daniel	Done
		we are not able to find the bank
		This is not about adding or editing the connected account. As I mentioned, the same issue is ha
		need you to escalate this and take care of it, please. We urgently need this resolved.
		Are you there?
	Sujeet Kumar Suman	Yes, I see
		As we have already completed all the troubleshooting steps, we recommend that you please cc
		Yes, I am here.
		All banks are showing, but your bank is not appearing in the available list. We suggest that you please connect with the Intuit team for further assistance.
	Daniel	Ok. As I told you, the last time was about Network in your end
		Also, I login and still say "Install pending" why?
		<i>10:38:39 PMDaniel is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:181.96 KB</i> )
	Sujeet Kumar Suman	Sure, as this issue requires further attention, we are escalating it to the next-level team. They v
	Daniel	This was the first thing I mentioned to you before starting with the updates
		<i>10:40:24 PMSujeet Kumar Suman is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:38.69 KB</i> )  <i>But from our end its showing updated.</i>

		Maybe in one location. I am here in SOUFLO NC and show it
	Sujeet Kumar Suman	No worries.
		We tried our best to resolve your issue, but it still persists. Therefore, we are escalating your is:
	Daniel	How we can connect it?
		How we can tlak with the next level team?
		Do you have any number??
	Sujeet Kumar Suman	As we connected with the escalation team, they advised us to ask you to connect with the Intui
	Daniel	We'd like to talk with a manger
	Sujeet Kumar Suman	I completely understand your frustration and want to ensure you receive the best possible supp
		We are now transferring the chat to get the issue addressed, thanks for your patience.
		<i>Sujeet Kumar Suman is transferring the chat to Dharmendra Kumar.</i>
		<i>Dharmendra Kumar accepted the chat transfer request.</i>
	Dharmendra Kumar	Hello Daniel,
		My name is Dharmendra Kumar, I am the floor supervisor here.
		I got to know that you are experiencing Bank Feed issue.
	Daniel	Hello
		Yes, that's right
		As I mentioned to your colleague, we have gone through this before. After updating and even s problem
		Are you still there??
		Are you there??
	Dharmendra Kumar	As we haven't got any response from your end, We are closing this chat. If you still need assista

*Ended due to chat idle timeout*



**#83018 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikas Singh Chauhan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 9 Secs  
**City:** ANAND  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript -----

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representa
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assistin
krisika	Hi
	Quick not open in all users
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?
krisika	Priorware.myrealdata.net
	HKiData01
	<i>7:24:36 PMkrisika is sharing a file with you</i>





Visitor Details

**#82882 mitch.abernethy**  
**Email:** mitch.abernethy@westerncpe.com ☎ 6612477880  
**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:** 36 Secs  
**City:** ENNIS  
**State:** Montana  
**Country:** UNITED STATES

Chat Transcript

mitch.abernethy	Hello, I am your Acebuddy
Acebuddy	Hello Elizabeth Abernethy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mitch.abernethy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mitch.abernethy	I'd like to report an Issue
Acebuddy	Please select an option!
mitch.abernethy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mitch.abernethy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representat
mitch.abernethy	Do I need to update and backup my QB file?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you
mitch.abernethy	Hi

Anjainay Singh	Hello Elizabeth, how are you?
mitch.abernethy	Good thanks.
Anjainay Singh	Could you please confirm the issue you are facing at your end ?
mitch.abernethy	I am getting notifications to update and do periodic back ups of my QB data. Do I need to do th
Anjainay Singh	Could you please show me the notification screenshot?
mitch.abernethy	I cannot I closed QuickBooks.
	It is the regular QuickBooks update and back up notification.
Anjainay Singh	No worries, I would like to inform you that we backup the server daily which also contains the C
mitch.abernethy	Are you familiar with this?
	Ok- so back up is being done. Do I need to run the periodic updates?
	t=...to the software
Anjainay Singh	Yes as I have checked it at my end QuickBooks update is pending.
	I will schedule the QuickBooks update in night hours and our morning team will update it for yo
mitch.abernethy	Ok- thank you
Anjainay Singh	Is there anything else I may help you with ?
mitch.abernethy	That's all the questions I have for now
Anjainay Singh	Please do me one small favor.
	Please click on smiling emoji to provide your positive feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anjainay Singh has ended this chat session</i>

Visitor Details

**#83165 Medeleine**  
**Email:** medeleineangkasa@gmail.com ☎ +62818220915  
**Department:** Support(QB & App Hosting)  
**Operator:** Sandeep Kumar

**Website:** https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-mac/  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** PEGADUNGAN  
**State:** Banten  
**Country:** INDONESIA

Chat Transcript -----

Medeleine	Microsoft Remote Desktop
	I could not find Microsoft Remote Desktop for my Mac
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	Hi Medeleine, how can I help ?
Medeleine	I could not find Microsoft Remote Desktop for my Mac
	9:16:18 PMMedeleine is sharing a file with you <a href="#">image.png</a> - ( Size:1.33 MB )
Akash	Do have an account with us ?
Medeleine	yes
	team@istaxpro.com
Akash	Thank you.
	Akash is transferring the chat to Support(QB & App Hosting).
Medeleine	I could not find Microsoft Remote Desktop for my MacBook
	Akash is transferring the chat to Support(QB & App Hosting).
	9:20:17 PMMedeleine is sharing a file with you <a href="#">image.png</a> - ( Size:945.35 KB )
	Sandeep Kumar accepted the chat transfer request.
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you
	Hi Medeleine, How are you doing today?
Medeleine	I could not find Microsoft Remote Desktop for my MacBook
	9:21:07 PMMedeleine is sharing a file with you <a href="#">image.png</a> - ( Size:945.35 KB )
	my cloud account team@istaxpro.com
Sandeep Kumar	They have changed the name from Remote Desktop to Windows app that you see on the screen
	Istax Accounting, is this your account name?

	Medeleine, are you there?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or c
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sandeep Kumar has ended this chat session*

Visitor Details

**#82537 accounts**  
**Email:** accounts@lightstylelondon.co.uk ☎ 447877659106  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** WANDSWORTH  
**State:** Perth And Kinross  
**Country:** UNITED KINGDOM

Chat Transcript

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

	Acebuddy	Please select an option!
	accounts	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representa
	accounts	I use SAGE50. Today SAGE is unable to send emails. It gives the following error message: Error
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>9:24:25 PMaccounts is sharing a file with you</i> <a href="#">Screenshot 2025-10-13 at 16.53.18.png</a> - ( Size:50.65 KB )
		<i>Shubham Maurya accepted the chat transfer request.</i>
		<i>Shubham Maurya is transferring the chat to Sanyam Madan.</i>
		<i>Sanyam Madan accepted the chat transfer request.</i>
	Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you
		Hello , how are you doing today
	accounts	Hi Sanyam, I'm trying to access the Event Log in the remote desktop to try to find out what is g
		It has been working fine. This morning it stopped sending emails
	Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	accounts	How do I find out this information?
	Sanyam Madan	Please help me with your registered business name
	accounts	Lightstyle London
	Sanyam Madan	Kindly allow me two minutes to check the same.
		<i>9:29:59 PMSanyam Madan is sharing a file with you</i> <a href="#">image.png</a> - ( Size:4.67 KB )
		Can you please confirm your username from the above snip
	accounts	LarissaB
	Sanyam Madan	May I take the remote access of your server?
	accounts	It is happening with every account, not just mine
	Sanyam Madan	We will investigate the root cause of the issue over remote session.
		May I take the remote access of your server?
	accounts	In this case, use the CarolineO account
		Go head and take the remote access
	Sanyam Madan	okay
		<i>9:44:03 PMSanyam Madan is sharing a file with you</i> <a href="#">image.png</a> - ( Size:22.98 KB )

		Are you also connected with sage support?
	accounts	yes
		But SAGE is connected via the LArissaB account
		yes
	Sanyam Madan	Larrisa is using Carolina account
	accounts	Sanyam are you still around?
	Sanyam Madan	Yes , I am here
		watching the process
	accounts	So, what SAGE has suggested is to do with a completely different process which I don't believe
		what do you think?
		They have askedme to recaclulate order allocations, which in order to do I need to check for eri
	Sanyam Madan	The issue is caused by your email settings in Sage 50 not having proper authentication or a sec
		We need to check : Setup → Reports & Forms → Email
	accounts	I thought it was somehing along those lines. How did we we loose the authentication?
		Ok, let me just finishe this backup and we can move to that
	Sanyam Madan	We also need to investigate the root cause of why the authentication was lost.
	accounts	Indeed. has there been an update on your side?
		Or perhaps google has updated security. Ity has happened once in a long time ago
	Sanyam Madan	While setting up the email, there is check box for a secure connection.
		We need to remove the email ID connected to Sage and then re-add it, making sure to check th
	accounts	Nobody has changed the email settings recently. I'm the only one with access to our emails
		SANYAMMMMMM
		I KNOW WHAT THE PROBLEM IS!!!!!!!!!!
		I changed the password to the email address used by SAGE (embarrassed)
	Sanyam Madan	Maybe that can cause the issue.
		but we still need to see from your system
	accounts	yes, let's try the password. I'm 99% sure this is the issue
	Sanyam Madan	Has sage support done their thing?
	accounts	That was me but yes
		nd I've just updated the password
		I will do a test as soon as the updting is finished
	Sanyam Madan	Okay



		Till then we are investigating the event logs from the backend
	accounts	Thank you
	Sanyam Madan	According to my findings , you are doing the right thing
	accounts	that' great. let's see.
		Not sure why it's taking so long though
	Sanyam Madan	Sometimes the email server needs a little time to recognize the new password, so just wait a fe
	accounts	I have a feeling I've added the old password!!!
	Sanyam Madan	I have an observation too but not sure
		I saw a character already in the password field when you were typing the password
		not sure though
		We need to restart the application and go through the same process again.
		Are you here?
	accounts	I've just typed in the new password and I'm confident it will work now. It will take a little whitle
	Sanyam Madan	Yes, It should work this time
		It should not take that long.
	accounts	I know. it hasn't worked but I'm still convinced it's the password
		Not sure why it takes that long but it always
		Did you stop the process by any chance?
	Sanyam Madan	No, I was just observing it.
		Wait please
	accounts	ok
	Sanyam Madan	Please reopen sage and then try again
	accounts	So, close and re-open?
	Sanyam Madan	Yes
	accounts	try the password again?
	Sanyam Madan	Wait
		We will be arranging a callback as per our discussion over remote session (Edited)
	accounts	Sanyam, thank you for your help. Speak to one of you tomorrow.
		bye for now
	Sanyam Madan	Bye , have a great evening 😊
		<i>Sanyam Madan has ended this chat session</i>



Visitor Details

**#83070 Stelck**  
**Email:** shalyn@dfctahoe.com ☎ 8312929875  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/contact-us/?utm\_source=google&utm\_medium=cpc&utm\_campaign=VDI\_MOFU&utm\_term=cloud+desktop+services&utm\_adgroup=mtF2VjgCAaH\_XKapaJnjJA3vAaAr7IEALw\_wcB  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** TRUCKEE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Stelck	I cannot login to my remote desktop this morning.
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
Stelck	Hi Dev, thank you
Dev Dubey	Hi!
	Can you confirm your Business Name/CID Number?\
Stelck	Daniel Fraiman Construction
	Could you direct me to where I'd find the CID number? On an invoice or something?
Dev Dubey	Thank you, I will need to transfer the chat to our support team to assist.
	Please stay connected\.
Stelck	Okay thanks
	Dev Dubey is transferring the chat to Support(QB & App Hosting).
	Shubham Maurya accepted the chat transfer request.

	<i>Shubham Maurya is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you
	Hello , how are you doing
Stelck	Hello, I'm well. Thank you, how are you?
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stelck	user name is: shalyn.s@myrealdata.net
Sanyam Madan	I am good, thank you for asking
Stelck	Where could I find the server name? I believe it's just DFC
Sanyam Madan	Kindly allow me two minutes to check the same.
Stelck	thanks
Sanyam Madan	May I take the remote access of your local computer?
Stelck	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4762822811">https://assist.acecloudhosting.com/join/4762822811</a>
	Kindly paste this link in the browser of local computer and join the session.
	Is there anything else I may help you with ?
Stelck	no, thank you!
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sanyam Madan has ended this chat session</i>

Visitor Details -----

**#82473 Cazembe Bektemba**  
**Email:** cbektemba@watsonrice.co

**Department:** Support(QB & App  
**Operator:** Acebuddy  
**Website:** https://www.acecloudh  
**Operating System:** Microsoft Wi  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** HILLSBOROUGH  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript -----

Cazembe Bektemba	Hello, I
Acebuddy	Hello C
	Whom
Cazembe Bektemba	Technic
Acebuddy	Welcor
	Please
Cazembe Bektemba	I'd like
Acebuddy	Please
Cazembe Bektemba	Applica
Acebuddy	Please once tl
	Typical
	Do you
Cazembe Bektemba	No
Acebuddy	Thank

*Acebu*



Visitor Details -----

**#82693 MARLY**  
**Email:** molinsenterprises@gmail.  
**Department:** Support(QB & App  
**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudh  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 37 Se  
**City:** HIALEAH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

MARLY	Hello, I
Acebuddy	Hello M
	Whom
MARLY	Technic
Acebuddy	Welcor
	Please
MARLY	I'd like
Acebuddy	Please
MARLY	Passwc
Acebuddy	Please
MARLY	Alread
Acebuddy	Please
	Do you
MARLY	Yes
Acebuddy	Please
	<i>Acebu</i>
	<i>Sujeet</i>
Sujeet Kumar Suman	Thank today.

		Hello M
	MARLY	hello
		I have
	Sujeet Kumar Suman	No wor
	MARLY	it does
		and I c
	Sujeet Kumar Suman	I can h
	MARLY	I have
		the chi
	Sujeet Kumar Suman	Thank
	MARLY	please
	Sujeet Kumar Suman	I will st
		As che MyPort
	MARLY	I alrea
		and if I asked "
		I don't discon
	Sujeet Kumar Suman	I deepl
	MARLY	the coi
		its ok.
		I need
	Sujeet Kumar Suman	I will st
		To char
		As I ch to mar
	MARLY	yes
	Sujeet Kumar Suman	No wor procee
	MARLY	ok
	Sujeet Kumar Suman	Once t that er
	MARLY	ready

	Sujeet Kumar Suman	Is there
	MARLY	no. the
	Sujeet Kumar Suman	Thanks
		I would smiley
		Thank
		You may conver
		I require workin Thanks
		Note: \n (https:
		For sel
		<i>Sujeet</i>
<hr/>		
Visitor Details -----		
#82102 ELAINE BRAGA REGO		
Email: tax@timeprotax.com ☎ +		
Department: Support(QB & App		
Operator: Ashutosh Mishra		
Website: https://www.acecloudh		
Operating System: Microsoft Wi		
Browser: Google Chrome		
Device: Desktop		
Average Response Time: 1 Min		
City: FT LAUDERDALE		
State: Florida		
Country: UNITED STATES		

Chat Transcript	
ELAINE BRAGA REGO	Hello, I
Acebuddy	Hello E
	Whom
ELAINE BRAGA REGO	Technic
Acebuddy	Welcor
	Please
ELAINE BRAGA REGO	I'd like
Acebuddy	Please
ELAINE BRAGA REGO	Other I
Acebuddy	Please
ELAINE BRAGA REGO	Repairi
Acebuddy	Please
	<i>Acebuddy</i>
	<i>Gaurav</i>
	<i>Ashutosh</i>
Ashutosh Mishra	Thank
ELAINE BRAGA REGO	Good a
Ashutosh Mishra	Hello E name?
ELAINE BRAGA REGO	I think
	I am hi
	I call th
	But I a
Ashutosh Mishra	Thank
ELAINE BRAGA REGO	I do no
Ashutosh Mishra	Elaine,
ELAINE BRAGA REGO	still sh
Ashutosh Mishra	I have copy.
	Please
	<i>1:17:5</i>

		<a href="#"><i>image.</i></a>
		<i>1:18:0.</i> <a href="#"><i>image.</i></a>
		Thank
		May I k
	ELAINE BRAGA REGO	yes
		i alrea
	Ashutosh Mishra	Kindly
	ELAINE BRAGA REGO	ok
	Ashutosh Mishra	May I t
	ELAINE BRAGA REGO	sure
	Ashutosh Mishra	Prior p
	ELAINE BRAGA REGO	ok
	Ashutosh Mishra	We are the tim give yc
	ELAINE BRAGA REGO	ok
	Ashutosh Mishra	Are yo
	ELAINE BRAGA REGO	yes
		minute
	Ashutosh Mishra	Please
	ELAINE BRAGA REGO	not
		<i>1:33:3</i> <a href="#"><i>image.</i></a>
		in my i
	Ashutosh Mishra	Are yo
	ELAINE BRAGA REGO	yes
	Ashutosh Mishra	Please
	ELAINE BRAGA REGO	i alrea
		2023 is
	Ashutosh Mishra	I am al
	ELAINE BRAGA REGO	i just d
		still the
	Ashutosh Mishra	



		Kindly
	ELAINE BRAGA REGO	ok
		did you
	Ashutosh Mishra	Sure, you can log
	ELAINE BRAGA REGO	ok
		still there
	Ashutosh Mishra	We are
	ELAINE BRAGA REGO	ok
		<i>Ashutosh</i>

Visitor Details -----

**#82123 btessman**  
**Email:** btessman@exp-logistics.com  
**Department:** Support(QB & App)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhq.com  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** URBANDALE  
**State:** Iowa  
**Country:** UNITED STATES

Chat Transcript -----

	btessman	Hello, I
	Acebuddy	Hello Elaine
		Whom



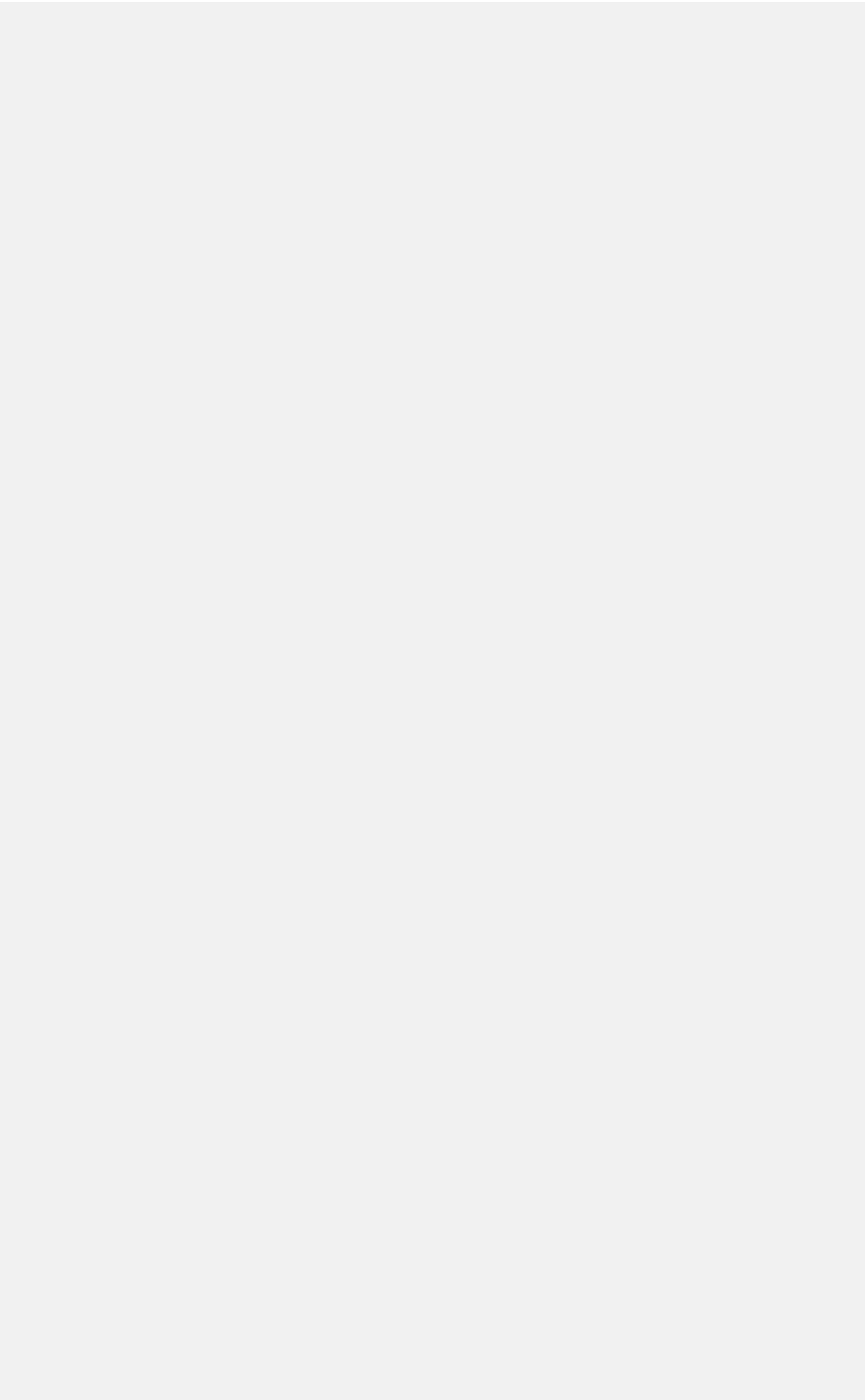
	Jake Kauffman	I'd like
	Acebuddy	Please
	Jake Kauffman	Other I
	Acebuddy	Please
	Jake Kauffman	Conner
	Acebuddy	Please
		<i>Acebuddy</i>
		<i>Dushyant</i>
	Dushyant	Thank
	Jake Kauffman	Hey D
	Dushyant	You're
		I will b
	Jake Kauffman	Yes! Gi
	Dushyant	Sure, t
	Jake Kauffman	For sor workin my acc
		The se
	Dushyant	Thank
	Jake Kauffman	Sorry,
	Dushyant	May i k attemp
	Jake Kauffman	I'm so you so
	Dushyant	Sure, y
		We are
		We wil
		Thank
		<i>Dushyant</i>

Visitor Details -----

**#82585 mary**  
**Email:** mary@infiniteaccountants  
**Department:** Support(QB & App  
**Operator:** Acebuddy  
**Website:** https://www.acecloudh  
**Operating System:** Microsoft Wi  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** DITA  
**State:** Laguna  
**Country:** PHILIPPINES

Chat Transcript -----

mary	Hello, I
Acebuddy	Hello M
	Whom
mary	Technic
Acebuddy	Welcor
	Please
mary	I'd like
Acebuddy	Please
mary	Other I
Acebuddy	Please
mary	ChatGI please that th
Acebuddy	Please
	<i>Acebu</i>
	<i>mary h</i>



Visitor Details -----

**#82121 ELAINE BRAGA REGO**  
**Email:** tax@timeprotax.com ☎️ +  
**Department:** Support(QB & App  
**Operator:** Vikas Singh Chauhan  
**Website:** https://www.acecloudh  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 1 Min  
**City:** POMPANO BEACH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

ELAINE BRAGA REGO	Hello, I
Acebuddy	Hello E
	Whom
ELAINE BRAGA REGO	Technic
Acebuddy	Welcor
	Please
ELAINE BRAGA REGO	I'd like
Acebuddy	Please
ELAINE BRAGA REGO	Other I
Acebuddy	Please technic
	If you a
ELAINE BRAGA REGO	Yes, I'n

	Acebuddy	Please
	ELAINE BRAGA REGO	Other I
	Acebuddy	Please
	ELAINE BRAGA REGO	I need
	Acebuddy	Please
		<i>Acebuddy</i>
		<i>Vikas Singh Chauhan</i>
	Vikas Singh Chauhan	Thank today.
	ELAINE BRAGA REGO	Hi Mr \
	Vikas Singh Chauhan	I will be
	ELAINE BRAGA REGO	Time P
	Vikas Singh Chauhan	Thanks
		Kindly
	ELAINE BRAGA REGO	Ok
	Vikas Singh Chauhan	Please
		Are we
		Are we
		Are we
		As thei (1-888
		<i>Vikas Singh Chauhan</i>

Visitor Details -----

**#82963 sabrina.york**  
**Email:** sabrina.york@refinedkind.

**Department:** Support(QB & App

**Operator:** Shubham Maurya

**Website:** <https://www.acecloudh.com>

**Operating System:** Microsoft Wi

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 2 Min**

City: ELIZABETH

**State:** New Jersey

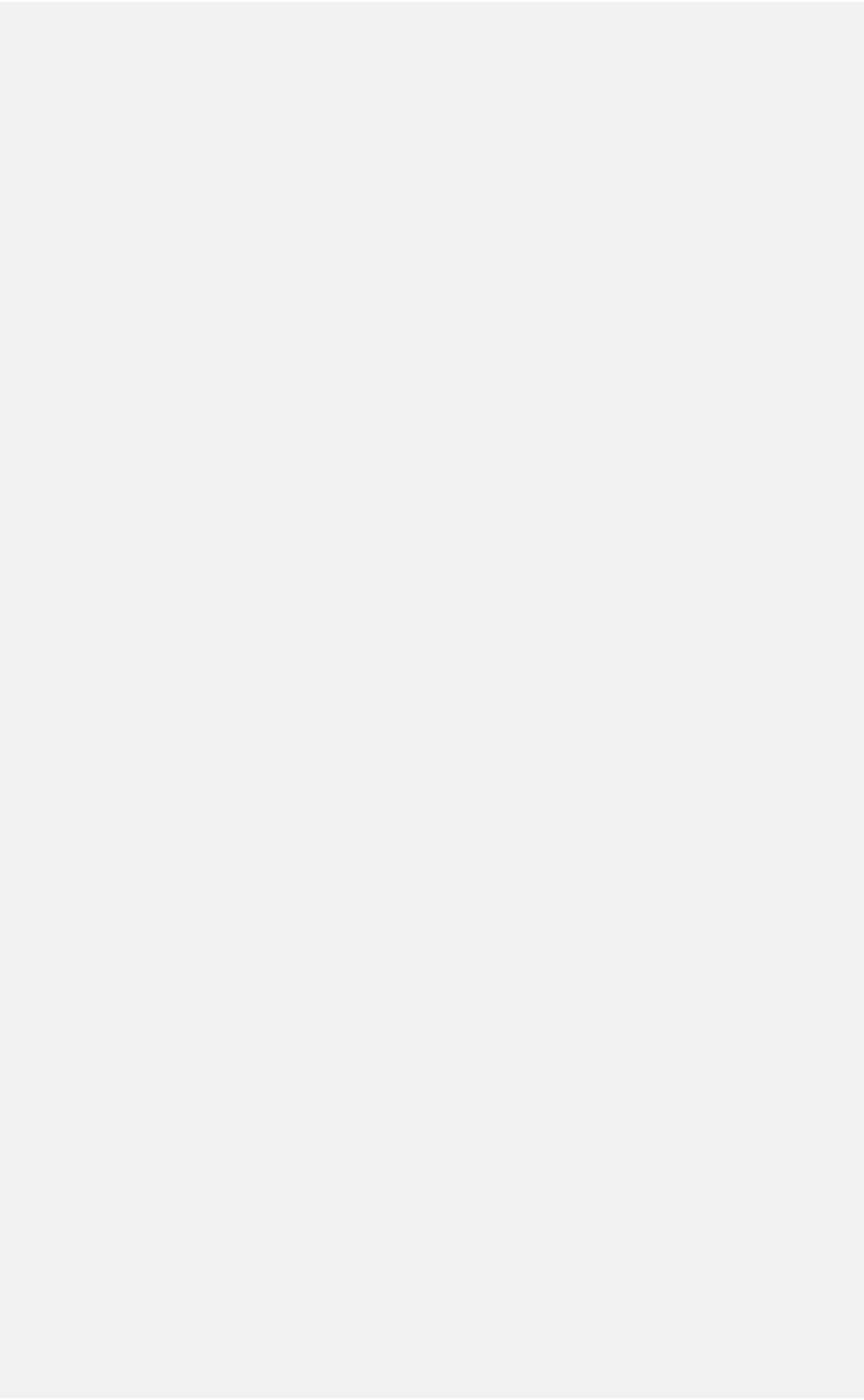
Country: UNITED STATES

## Chat Transcript

sabrina.york	Hello, I'm Sabrina York.
Acebuddy	Hello Sabrina York.
	Whom are you calling?
sabrina.york	Technique.
Acebuddy	Welcome to the class.
	Please.
sabrina.york	I'd like to know.
Acebuddy	Please.
sabrina.york	Other I.
Acebuddy	Please technique.
	If you are.
sabrina.york	Yes, I'm.
Acebuddy	Please.
sabrina.york	Other I.
Acebuddy	Please.
sabrina.york	multi a.
Acebuddy	Please.
	<i>Acebuddy</i>
	<i>Shubham</i>
Shubham Maurya	Thank today.
	I will be.

	sabrina.york	rk orde
		RK_Orc
		Please
		old pho
	Shubham Maurya	Thank want to
	sabrina.york	I canno
		Yes, I r
	Shubham Maurya	Thanks
		Let me
	sabrina.york	thank ;
		Hell?
		Hello?
	Shubham Maurya	Yes, we
		Please
	sabrina.york	How?
		I need
		<i>8:02:5.</i> <i><a href="#">SelfCa</a></i> <i>Please</i>
	Shubham Maurya	Please
	sabrina.york	thank ;
	Shubham Maurya	You are
		Is there
		You ma conver
		I reque workin Thanks
		Note: \n (https:
		For sel
		Thank
		<i>Shubh</i>





Visitor Details -----

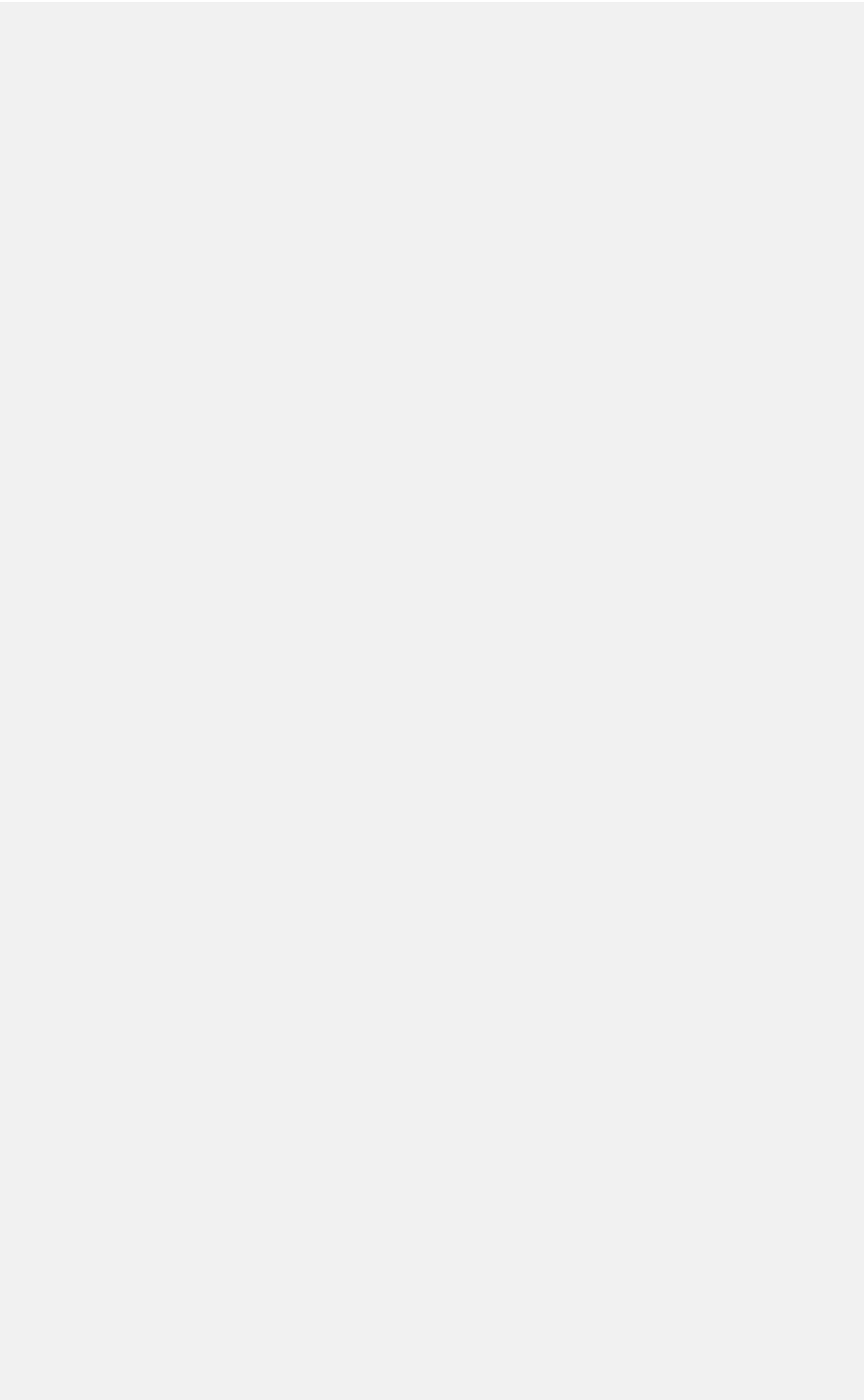
**#82418 stephen**  
**Email:** stephenlopez@me.com  
**Department:** Support(QB & App  
**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudh  
**Operating System:** Microsoft Wi  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 15 Se  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript -----

stephen	Hello, I
Acebuddy	Hello S
	Whom
stephen	Technic
Acebuddy	Welcor
	Please
stephen	I'd like
Acebuddy	Please
stephen	Other I
Acebuddy	Please
stephen	printer
Acebuddy	Please

		<i>Acebu</i>
		<i>Sujeet</i>
	Sujeet Kumar Suman	Thank today.
		Hello S
	stephen	hello
	Sujeet Kumar Suman	How ar
	stephen	my prii
	Sujeet Kumar Suman	I deepl
	stephen	can yo
	Sujeet Kumar Suman	I will st
		Are yo
	stephen	it wont
	Sujeet Kumar Suman	Are yo
	stephen	im the
	Sujeet Kumar Suman	When '
	stephen	a few c
	Sujeet Kumar Suman	Thank
		May I t
	stephen	yes
	Sujeet Kumar Suman	Kindly
	stephen	the pri
		go ahe
	Sujeet Kumar Suman	Thank
		Kindly <a href="https://">https://</a>
		We are the tim give yc
		Kindly <a href="https://">https://</a>
		<a href="https://">https://</a>
		Thank





Chat Transcript -----

Girish Malhotra	Girish Malhotra	Hello, I
Acebuddy		Hello A
		Whom
Girish Malhotra	Girish Malhotra	Technic
Acebuddy		Welcor
		Please
Girish Malhotra	Girish Malhotra	I'd like
Acebuddy		Please
Girish Malhotra	Girish Malhotra	Passwc
Acebuddy		Please
Girish Malhotra	Girish Malhotra	Not En
Acebuddy		Please passwc
		Do you
Girish Malhotra	Girish Malhotra	Yes
Acebuddy		Please
		<i>Acebuddy</i>
		<i>Shubham</i>
Girish Malhotra	Girish Malhotra	Hello
Shubham Maurya		Thank today.
Girish Malhotra	Girish Malhotra	hi
Shubham Maurya		I will b
Girish Malhotra	Girish Malhotra	User n
		<i>8:42:3</i> <a href="#"><i>QB.png</i></a>
		the SS
Shubham Maurya		

		Thank
	Girish Girish Malhotra	sure ta
	Shubham Maurya	Thanks Now w
	Girish Girish Malhotra	1 min
		still fac
		i dont l
		i have
	Shubham Maurya	Okay, l "gmalf this ac
		If you v [gmalf
	Girish Girish Malhotra	2 min
	Shubham Maurya	They c with pa
		Sure, p
	Girish Girish Malhotra	ok thai
	Shubham Maurya	You are
	Girish Girish Malhotra	will ser
		hello
	Shubham Maurya	Alright your ei
	Girish Girish Malhotra	1 minp
	Shubham Maurya	Sure.
		8:55:1 <a href="#">Error.jp</a>
	Girish Girish Malhotra	when €
	Shubham Maurya	Please In case
	Girish Girish Malhotra	2 min
	Shubham Maurya	Sure, p

		<i>The vis</i>
	Girish Girish Malhotra	hello
		can yo
		how w
	Shubham Maurya	Sure, c passwo
		<i>9:04:1</i> <i><a href="#">image.</a></i>
	Girish Girish Malhotra	is this
	Shubham Maurya	Yes, th
	Girish Girish Malhotra	2 min    now
	Shubham Maurya	Take y
	Girish Girish Malhotra	am doi  what is
	Shubham Maurya	MS-offi
		You cal
	Girish Girish Malhotra	is this
	Shubham Maurya	Yes, th
	Girish Girish Malhotra	and wh
	Shubham Maurya	For MS
	Girish Girish Malhotra	ok thar
	Shubham Maurya	You are
		Is ther
		You ma conver
		I reque workin Thanks
		Note: \ (https:

		For sel
		Thank
		<i>Shubh,</i>
Visitor Details -----		
#82475 ELAINE BRAGA REGO		
Email: tax@timeprotax.com ☎ +		
Department: Support(QB & App		
Operator: Yash Kalra		
Website: https://www.acecloudhc		
Operating System: Microsoft Wi		
Browser: Google Chrome		
Device: Desktop		
Average Response Time: 1 Min		
City: FT LAUDERDALE		
State: Florida		
Country: UNITED STATES		
Chat Transcript -----		
	ELAINE BRAGA REGO	Hello, I
	Acebuddy	Hello E
		Whom
	ELAINE BRAGA REGO	Techni
	Acebuddy	Welcor
		Please
	ELAINE BRAGA REGO	I'd like
	Acebuddy	Please
	ELAINE BRAGA REGO	Office

	Acebuddy	Please
	ELAINE BRAGA REGO	I already
	Acebuddy	As you compa
		<ul style="list-style-type: none"><li>• O365</li><li>• O365</li><li>• O365</li></ul>
		If you i suppor
		If you c plan to
		Do you
	ELAINE BRAGA REGO	Yes
	Acebuddy	Please
		<i>Acebudd</i>
	ELAINE BRAGA REGO	I need
		<i>Yash Ka</i>
	Yash Kalra	Thank
		Hello E
		I will b
	ELAINE BRAGA REGO	Time P
		Elaine
		Hi
	Yash Kalra	Kindly
		Thank
		Elaine Please
	ELAINE BRAGA REGO	i need
		and ho possibl
	Yash Kalra	Elaine
	ELAINE BRAGA REGO	no probl
	Yash Kalra	Usually same a time.





**Department:** Support(QB & App

**Operator:** Sujeet Kumar Suman

**Website:** <https://www.acecloudh.com>

**Operating System:** Microsoft Wi

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 13 Se**

City: WICHITA

**State:** Kansas

Country: UNITED STATES

## Chat Transcript

Danny	Hello, I
Acebuddy	Hello D
	Whom
Danny	Technic
Acebuddy	Welcor
	Please
Danny	I'd like
Acebuddy	Please
Danny	Other I
Acebuddy	Please
Danny	I had a
Acebuddy	Please
	<i>Acebuc</i>
	<i>Sujeet</i>
Sujeet Kumar Suman	Thank today.
	Hello D
Danny	Hello I
Sujeet Kumar Suman	I deep
	Could ?
	<i>1:34:4.</i> <a href="#"><i>image.</i></a>
Danny	I chang



Visitor Details -----

**#82420 SCOTT FORE**  
**Email:** sfore@heftee.com ☎ 630-  
**Department:** Support(QB & App  
**Operator:** Abhay Kumar Saraswa  
**Website:** https://www.acecloudhc  
**Operating System:** Microsoft Wi  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min  
**City:** ST CHARLES  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript -----

SCOTT FORE	Hello, I
Acebuddy	Hello S
	Whom
SCOTT FORE	Sales &
Acebuddy	Please
	<i>Acebu</i>
	<i>Akash</i>
Akash	Hi Scot
SCOTT FORE	Can yc server.
Akash	It's wit
	<i>Akash</i>
SCOTT FORE	OK
	<i>Abhay</i>
Abhay Kumar Saraswat	Thank today.

		Thank
		Kindly
	SCOTT FORE	OK
	Abhay Kumar Saraswat	I apolo
		As I ch like to
	SCOTT FORE	I have Plan3 :
	Abhay Kumar Saraswat	Yes.
	SCOTT FORE	Is this
	Abhay Kumar Saraswat	The pla choose
	SCOTT FORE	Can I g
	Abhay Kumar Saraswat	Kindly then b
	SCOTT FORE	OK
	Abhay Kumar Saraswat	I apolo
		Kindly
	SCOTT FORE	OK
	Abhay Kumar Saraswat	Thank
		<i>10:50:.</i> <i><a href="#">image.</a></i>
		As I ch server
	SCOTT FORE	OK. I w
	Abhay Kumar Saraswat	Yes, th
	SCOTT FORE	I pay o
	Abhay Kumar Saraswat	I kindly would [sfore@
		Kindly
		Thank
		Let me
		I'm wit

		Meanw basis?
		Thank
		Just co space.
		Are we
		Are we
	SCOTT FORE	Yes. Sc
	Abhay Kumar Saraswat	No wor
		So as I you wo i.e. [sfc
	SCOTT FORE	OK. I'v
	Abhay Kumar Saraswat	Sure, a
		Kindly
		I apolo
		<i>11:29:.</i> <i><a href="#">image.</a></i> <i>Disk s</i>
		Is ther
		Are we
		Are we
		Are we
		As thei (1-888
		<i>Abhay</i>

Visitor Details -----

**#82408 inverteccasv**  
**Email:** inverteccasv@gmail.com 1  
**Department:** Support(QB & App  
**Operator:** Acebuddy  
**Website:** https://www.acecloudh  
**Operating System:** Microsoft Wi  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SAN SALVADOR  
**State:** San Salvador  
**Country:** EL SALVADOR

Chat Transcript -----

inverteccasv	Hello, I
Acebuddy	Hello Ii
	Whom
inverteccasv	Technic
Acebuddy	Welcor
	Please
	As we Kindly
Ended	

Visitor Details -----

**#82858 Sabastian Haynes**  
**Email:** sabastian@mdiremodeling  
**Department:** Support(QB & App

Country: UNITED STATES

Sabastian Haynes	Hello, I
Acebuddy	Hello S
	Whom
Sabastian Haynes	Technic
Acebuddy	Welcor
	Please
Sabastian Haynes	I'd like
Acebuddy	Please
Sabastian Haynes	Passwo
Acebuddy	Please
Sabastian Haynes	Alread
Acebuddy	Please
	Do you
Sabastian Haynes	Yes
Acebuddy	Please
	<i>Acebuddy</i>
	<i>Ashuto</i>
Ashutosh Mishra	Thank
	I will b
	Are we
	Are we
	Are we
	As the



## Visitor Details

## #82701 David Arnold

**Email:** [darnold@hmncorp.com](mailto:darnold@hmncorp.com) 📞

**Department:** Support(QB & App

**Operator:** Abhay Kumar Saraswa

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 48 Seconds**

City: WEST JORDAN

**State:** Utah

Country: UNITED STATES

## Chat Transcript

David Arnold	Hello, I
Acebuddy	Hello E
	Whom
David Arnold	Technic
Acebuddy	Welcor
	Please
David Arnold	I'd like
Acebuddy	Please
David Arnold	QuickE

	Acebuddy	What t
	David Arnold	Other t
	Acebuddy	Please
	David Arnold	QB ope permis compa
	Acebuddy	Please
		<i>Acebuc</i>
	David Arnold	files ur
		<i>Abhay</i>
	Abhay Kumar Saraswat	Thank today.
		I deepl
		I will b
		Is this
		And hc
		And pl
		Are we
	David Arnold	yes
	Abhay Kumar Saraswat	Could y
	David Arnold	This m
	Abhay Kumar Saraswat	Okay.
		Are you
		Could y
	David Arnold	I have
	Abhay Kumar Saraswat	Thanks
		Please
		<i>12:18:.</i> <a href="#"><i>screen</i></a>
		<i>12:18:.</i> <a href="#"><i>screen</i></a>
		Thank
		Kindly

	David Arnold	OK
	Abhay Kumar Saraswat	Thank
		As I ca
	David Arnold	Ok
	Abhay Kumar Saraswat	Could y
	David Arnold	Yes
		Nissan
	Abhay Kumar Saraswat	Please
		Great.
	David Arnold	What c
	Abhay Kumar Saraswat	There i
		Allow r
		I'll let y
	David Arnold	O ksta
	Abhay Kumar Saraswat	Please
		I'll kee
	David Arnold	Im her
	Abhay Kumar Saraswat	Thank
		I'm up Apolog
	David Arnold	OK let
		12:42:.. <a href="#">image.</a>
	Abhay Kumar Saraswat	This us
		Could y
		I just lc
	David Arnold	I jsut le
	Abhay Kumar Saraswat	Thank
		I apolo
		Please

	David Arnold	Ok sta
		<i>12:48:.</i> <i><a href="#">image.</a></i> <i>Quickl</i>
	Abhay Kumar Saraswat	Could :
	David Arnold	We are
		Are we
	Abhay Kumar Saraswat	Ignore
		You ne
		That m
		Not for
		Your lo
		Server
		Is your
		Are yo
	David Arnold	hang o
	Abhay Kumar Saraswat	Okay.
	David Arnold	No we
		Are the
	Abhay Kumar Saraswat	No Adr
		No. As
		Please
	David Arnold	yes
		seems
	Abhay Kumar Saraswat	Great.
		Is ther
	David Arnold	No we
	Abhay Kumar Saraswat	Thank
		I woulc chat.
		You ma

conver

I request  
working  
Thanks

Note: \n (https:

For sel

Thank

*Abhay*

## Visitor Details

**#82131 pstapleton**

**Email:** pstapleton@tippfloor.com

**Department:** Support(QB & App

**Operator:** Dushyant

**Website:** <https://www.acecloudh.com>

**Operating System:** Microsoft Wi

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 52 Se**

City: RIDGEFIELD

**State:** New Jersey

Country: UNITED STATES

## Chat Transcript

pstapleton      Hello, I

Acebuddy	Hello F
----------	---------

Whom

	pstapleton	Technic
	Acebuddy	Welcor
		Please
	pstapleton	I'd like
	Acebuddy	Please
	pstapleton	Setbac
	Acebuddy	Welcor
		Please
	pstapleton	I'd like
	Acebuddy	Please
	pstapleton	Other I
	Acebuddy	Please
	pstapleton	Need u
	Acebuddy	Please
		<i>Acebuddy</i>
		<i>Dushyant</i>
	Dushyant	Thank
		I will b
		Please
	pstapleton	Hello E
		None c
		I just o
		Thanks
	Dushyant	Thank
		I will tr
		I check
		just no
		May i k
	pstapleton	ok, it k
	Dushyant	Sound
	pstapleton	Before
	Dushyant	Yes ser



**Average Response Time:** 20 Se  
**City:** ST THOMAS  
**State:** Us Virgin Islands  
**Country:** US VIRGIN ISLANDS

Chat Transcript -----

Sayr Jamil	Hello, I
Acebuddy	Hello S
	Whom
Sayr Jamil	Technic
Acebuddy	Welcor
	Please
Sayr Jamil	I'd like
Acebuddy	Please
Sayr Jamil	QuickE
Acebuddy	What t
Sayr Jamil	Other c
Acebuddy	Please
Sayr Jamil	Good A
Acebuddy	Please
	<i>Acebuddy</i>
Sayr Jamil	I am tr
	saying
	<i>Anjainay</i>
Anjainay Singh	Thank
Sayr Jamil	I canno
Anjainay Singh	I truly server'
Sayr Jamil	let me
Anjainay Singh	Sure, j
	As I ha
Sayr Jamil	Thank
Anjainay Singh	Is ther





		Please
	Lisanne Carlyle	I'd like
	Acebuddy	Please
	Lisanne Carlyle	Other I
	Acebuddy	Please
	Lisanne Carlyle	I want and en
	Acebuddy	Please
		<i>Acebuddy</i>
		<i>Manish Singh</i>
	Manish Singh	Thank
	Lisanne Carlyle	hello
		I am tr
	Manish Singh	Please we col
		Also, tl Lisanne
		Moreov
	Lisanne Carlyle	i tried
	Manish Singh	And m
		Kindly
	Lisanne Carlyle	will do
	Manish Singh	Is ther
		This m
	Lisanne Carlyle	no-
	Manish Singh	Kindly
		Thank
		You ma conver
		I reque workin Thanks
		Note: \n (https:

For sel

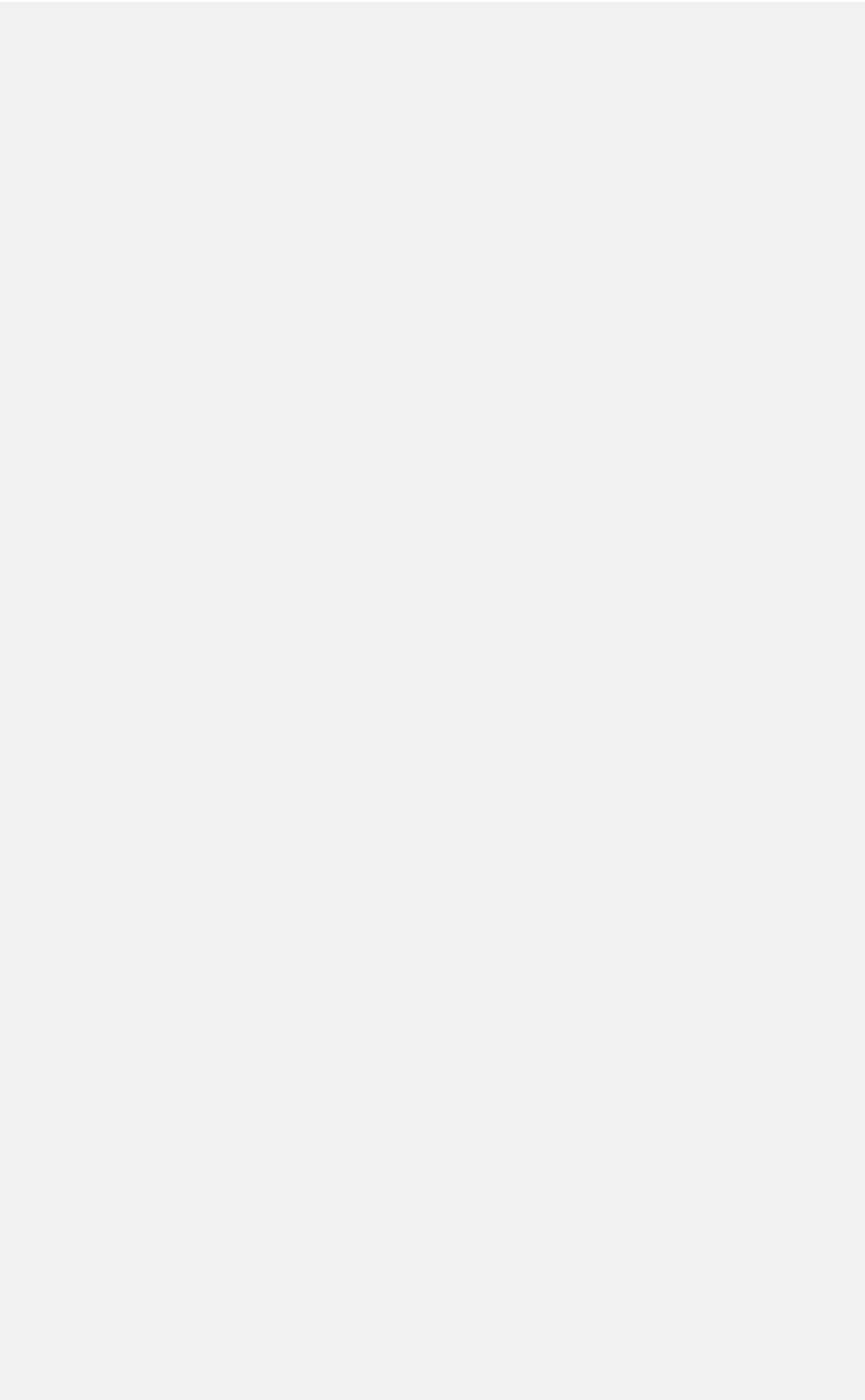
Manist

Visitor Details -----

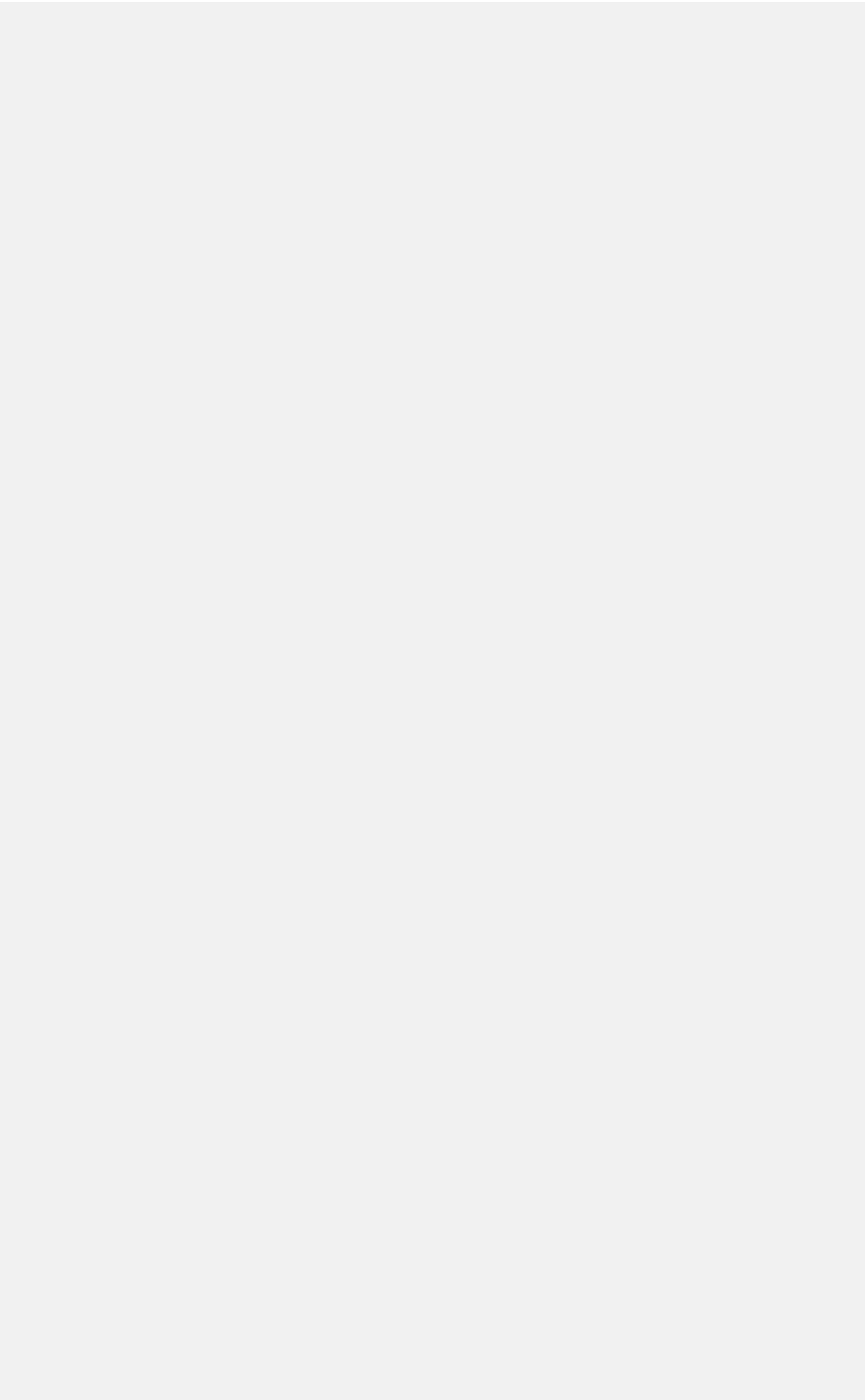
**#82122 Jennifer Snyder**  
**Email:** jsnyder@saratogacon  
**Department:** Support(QB &  
**Operator:** Vikas Singh Chaul  
**Website:** <https://www.aceclc>  
**Operating System:** Microso  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1  
**City:** BALLSTON LAKE  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript -----

Jennifer Snyder	He
Acebuddy	He
	W
Jennifer Snyder	Te
Acebuddy	W
	Pl
Jennifer Snyder	I'c
Acebuddy	Pl
Jennifer Snyder	Se



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Jennifer Snyder	Mi
Acebuddy	Plu Se
	Do
Jennifer Snyder	Ye
Acebuddy	Plu
	Ac
	Vi
Jennifer Snyder	I r
Vikas Singh Chauhan	Th as
	I v
Jennifer Snyder	m
Vikas Singh Chauhan	Th
	Ki
	I s re
Jennifer Snyder	I g
	I c
Vikas Singh Chauhan	Of
	Plu <b>nu</b>
	Cl
Jennifer Snyder	pā
Vikas Singh Chauhan	In
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	W pā
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Jennifer Snyder	I ā
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Vikas Singh Chauhan	Gr



Jennifer Snyder	Cæ
	7: <i><a href="#">in</a></i> Y€
Vikas Singh Chauhan	Ar
Jennifer Snyder	It
Vikas Singh Chauhan	Mi
Jennifer Snyder	ye
Vikas Singh Chauhan	Ol
	Pr er
	<a href="#">ht</a>
	Ki
	W re iss
Jennifer Snyder	ok
Vikas Singh Chauhan	Is
Jennifer Snyder	nc
	th
Vikas Singh Chauhan	Nc
	I v er
	Yo re
	I r hc ql
	Nc Pc
	Fc (h
	Vi

