

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 7:13:28 AM

#82820 Benjamin Sanoff-Wiener

Email: bsanoffwiener@wolfpackits.com 516-218-1552

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: EAST MEADOW

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 14 Secs

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

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

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

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

Rohan has ended this chat session

7:29:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 12:13:24 AM

#82546 Amanda

Email: amanda@justgowest.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FT COLLINS

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 16 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Oct, 8:42:15 PM

#82242 xianna zhong

Email: visionpointtax@gmail.com **Phone:** 19173029317

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 8 Secs

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

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 9 Oct, 10:37:38 PM

#82421 Sherri Mangan

Email: smangan904@gmail.com ☎ 9376738505

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: DETROIT

State: Michigan

Country: UNITED STATES

Chat Transcript Chat Duration : 7 Mins 52 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 7:38:16 PM

#82127 ELAINE BRAGA REGO

Email: tax@timeprotax.com +15613444422

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 58 Secs

City: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 26 Secs

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

	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:46:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:46:50 PM
	Are you trying to access server from your Ipad, Elaine?	7:47:16 PM
	Are we still connected here?	7:49:32 PM
	Are we still connected here?	7:51:41 PM
	Are we still connected here?	7:53:29 PM
ELAINE BRAGA REGO	No	7:53:29 PM
	I do not have	7:53:35 PM
	have the login/ link to the terminal	7:54:03 PM
	Can you help me to install?	7:54:16 PM
Manish Singh	I will surely help you with this issue.	7:54:40 PM
ELAINE BRAGA REGO	Sorry my internet is unstable here	7:54:54 PM
	I am now in a WiFi connection	7:55:07 PM
Manish Singh	I will surely help you with this issue.	7:55:16 PM
	May I take the remote access of your local computer?	7:55:21 PM
ELAINE BRAGA REGO	It is possible to access from more than one computer?	7:56:14 PM
	Because sometimes I am traveling and only carry my iPad	7:56:34 PM
	So I am not trying to access at the same time	7:56:47 PM
	Just another	7:56:53 PM
	option in an emergency	7:57:00 PM
Manish Singh	You can set up the RDP connection on multiple devices (laptops, desktops, etc.). But you can only use one active session at a time . If you log in from Device A, then try to log in from Device B, Windows will disconnect Device A and transfer the session to Device B. (Edited)	7:58:30 PM
	Are we still connected here?	8:02:43 PM
	Are we still connected here?	8:04:30 PM
	Are we still connected here?	8:06:33 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:06:39 PM
	<i>Manish Singh has ended this chat session</i>	8:06:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 10:51:45 PM

#82144 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: BROOMFIELD

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 59 Secs

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:52:14 PM
steven	i need admin access	10:52:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:52:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:22 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:52:41 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:52:46 PM
	Hello Steven	10:52:52 PM
steven	I need the admin acess	10:53:01 PM
	I already replied to the disclaimer	10:53:08 PM
	give me aceess on my server now I have lacerte tech support on the phone i need admin access now'	10:53:30 PM
Sujeet Kumar Suman	Sure, I will help you with that.	10:53:47 PM
steven	i already approved the discaimmer email	10:53:50 PM
Sujeet Kumar Suman	Let me look into it for you.	10:53:59 PM
steven	there is nothing to look into just give me admin access i already replied and approved the disclaimer	10:54:35 PM
Sujeet Kumar Suman	As checked with my teammate, our team has already provided you with admin access. Kindly try updating the Lacerte application and let us know if you need any assistance.	10:55:04 PM
steven	its saying i am not an administrator	10:55:42 PM
Sujeet Kumar Suman	We sincerely apologize for the delay, as we are currently working on multiple tickets.	10:55:59 PM
	Kindly log out from the server and log back in to apply the changes.	10:56:42 PM
	<i>10:56:53 PM steven is sharing a file with you image.png - (Size:88.44 KB)</i>	10:56:53 PM
	Thank you for the screenshot.	10:57:05 PM
	Are we still connected here?	10:59:34 PM
	Are we still connected here?	11:01:20 PM
	Are we still connected here?	11:03:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:03:42 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	11:03:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 7:35:32 PM

#82354 hannah

Email: hannah@carderconcreteco.com 18177731527

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 5 Secs

City: BURLESON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 35 Secs

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

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

hannah	Ok. Let me know what is the best option. Thank you.	8:08:54 PM
Shubham Maurya	Thank you for your patience Hannah, I just got a confirmation that for best option you can get in touch with Avalara support team as they can help you with account creation as well as further API integration as well as they will be having access of there tools. Though we can guide you with the further information in case if you stuck in this process.	8:14:29 PM
	Please reach out to them, and we will keep this ticket open to assist you further and explore the best possible solutions.	8:15:30 PM
hannah	I'll try it myself first, if I can't get it done, I'll contact Avalara. Thank you for your help!	8:15:51 PM
Shubham Maurya	You are most welcome ! and thanks for your understanding with us Hannah.	8:16:17 PM
	Is there anything else I may help you with ?	8:16:20 PM
hannah	No, we're good. Thank you.	8:20:31 PM
Shubham Maurya	Have a good one !	8:20:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:20:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:21:03 PM
	<i>Shubham Maurya has ended this chat session</i>	8:23:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 4:26:18 AM

#82614 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

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: 35 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Duration : 19 Mins 13 Secs

Chat Transcript

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

Mary, as I can check you are on a shared server, and no other user have reported the slowness issue till now.

4:34:24 AM

Also, everything seems to be good from side so we can consider it's not a case of server slowness.
(Edited)

Please help me with the name of the company file you are trying to access

4:34:25 AM

mary I'm trying to open the QuickBooks Accountant Desktop app. Could it be that I'm unable to open it due to a poor internet connection on my side?

4:36:12 AM

Yash Kalra May I take the remote access of your local computer to check the issue?

4:36:51 AM

mary Yes

4:36:55 AM

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

4:36:57 AM

Kindly Click on the link and open the downloaded file.

4:37:09 AM

<https://assist.acecloudhosting.com/join/1782492888>

mary Just to confirm, I should try opening it after 6-7 minutes, right?

4:40:57 AM

Yash Kalra Mary, it should be back with in next 2 minutes.

4:41:59 AM

mary Okay, thank you!

4:42:09 AM

Yash Kalra Please try to login now and check if the issue is resolved. (Edited)

4:42:41 AM

mary Okay

4:42:49 AM

Yash Kalra Is the issue resolved now?

4:44:38 AM

mary Yes, I was able to open it successfully.

4:44:51 AM

Yash Kalra Is there anything else I may help you with ?

4:44:52 AM

mary No, thank you!

4:45:21 AM

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

4:45:24 AM

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

4:45:30 AM

Yash Kalra has ended this chat session

4:45:32 AM



Chat Transcript

Hello, I am your Acebuddy

#82206 tina

Email: tina@groundscapeconcepts.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: SODDY DAISY

State: Tennessee

Country: UNITED STATES

Chat Duration : 40 Mins 19 Secs

Chat Transcript

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

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



Chat Transcript

Hello, I am your Acebuddy

13 Oct, 10:12:00 PM

Visitor Details

#82544 paul

Email: paul@fhbcpa.com ☎ 0000000000

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: WILLIAMSBURG

State: West Virginia

Country: UNITED STATES

Chat Duration : 52 Mins 41 Secs

Chat Transcript

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

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

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Oct, 11:45:05 AM

#82739 pratibha

Email: pratibha@patel.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 45 Secs

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

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

smileys at the end of this chat.

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

11:55:46 AM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

11:55:48 AM

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

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

Shubham Kataria has ended this chat session

11:55:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 8:52:42 PM

#83073 Lisa

Email: lisa@hemrindustrial.com 541-396-4674

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 56 Secs

City: BANDON

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 49 Secs

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

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 10:18:57 PM

#82840 louispav

Email: louispav@dasystems.com ☎ 19495823908

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 7 Secs

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

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82170 Sabrina Ferrante Reis

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

Chat Duration : 1 Hour 10 Mins

Chat Transcript

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

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

subfolder of the ProSeries installation, e.g.: C:\ProWin24\Fonts If the file is missing or permissions block access, ProSeries throws this error when printing to PDF. Fix steps Check Fonts Folder Go to C:\ProWin24\Fonts (or equivalent version folder). Look for file: OCR_A__.pfb. If missing Copy fonts from another ProSeries installation (same year/version), or Re-run the ProSeries Repair/Update from Intuit's installer (it reinstalls fonts). If file exists but error persists Ensure all users have read access to the Fonts folder. Run ProSeries as Admin once to refresh font cache. Workaround Install the OCR-A font manually in Windows: right-click OCR-A.ttf or .pfb and choose Install for all users.

8:10:03 PM

Vikas Singh Chauhan

Yes, team already tried it.

8:11:39 PM

Sabrina, team is working on it and will update you once it is fixed from their end.

8:19:41 PM

Is there anything else I may help you with ?

8:20:13 PM

Sabrina Ferrante Reis

Ok

8:20:22 PM

What about my issue with the files?

8:20:35 PM

Vikas Singh Chauhan

The escalation team member, who is working on the Elaine's issue, will assist with your issue as well.

8:23:36 PM

Is there anything else I may help you with ?

8:24:40 PM

Are we still connected here?

8:25:39 PM

Sabrina Ferrante Reis

Ok thanks

8:25:53 PM

Vikas Singh Chauhan

Thank you for time Sabrina and have a good one.

8:26:24 PM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

8:26:40 PM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

8:26:47 PM

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

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

I sincerely apologize for the inconvenience this has caused you. Please be assured that our team is doing everything possible on their end to resolve the issue as quickly as possible. We truly appreciate your patience and understanding while we work to get this matter resolved.

8:30:47 PM

Vikas Singh Chauhan has ended this chat session

8:32:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 7:25:59 PM

#82631 Rachel Agnew

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

Chat Transcript

Chat Duration : 25 Mins 6 Secs

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

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

7:29:17 PM

Are we still connected here?

7:37:43 PM

Are we still connected here?

7:42:09 PM

Are we still connected here?

7:50:03 PM

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

7:51:04 PM

Shubham Maurya has ended this chat session

7:51:06 PM



Chat Transcript

Hello, I am your Acebuddy

4 Oct, 3:51:27 AM

Visitor Details

#82231 dimitri

Email: dimitri@1933group.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 26 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 50 Secs

dimitri Hello, I am your Acebuddy 4 Oct, 3:51:27 AM

Acebuddy Hello Dimitri, I'm your Ace Buddy. I'll be happy to assist you! 3:51:28 AM

Whom Would You Like to Connect With? 3:51:28 AM

dimitri Technical Support (QB & App Hosting) 3:51:34 AM

Acebuddy Welcome to Ace Support. 3:51:34 AM

	Please chose an option :	3:51:34 AM
dimitri	I'd like to raise a Request	3:51:40 AM
Acebuddy	Please select your request type.	3:51:40 AM
dimitri	Setup Ace Server	3:51:45 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:51:45 AM
dimitri	MacOS	3:51:49 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	3:51:49 AM
	Do you need any further assistance on the topic?	3:51:49 AM
dimitri	Yes	3:51:55 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:51:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:51:56 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:52:00 AM
Yash Kalra	Hello Dimitri	3:52:15 AM
dimitri	you left the chat	3:52:31 AM
	tell me how to get back in please	3:52:49 AM
Yash Kalra	We are still connected on the previous chat session	3:53:09 AM
	Please allow me to close the previous session	3:53:25 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6982381488	3:53:58 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:55:08 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:28:18 AM
	<i>Ended due to chat idle timeout</i>	4:28:18 AM



Chat Transcript

Hello, I am your Acebuddy

13 Oct, 9:12:35 AM

Visitor Details

#82519 Paul Wild

Email: paulw@compu-imaging.com ☎ 16512068343

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: PEQUOT LAKES

State: Minnesota

Country: UNITED STATES

Chat Duration : 2 Mins 44 Secs

Chat Transcript

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

We are finally able to get it

9:14:47 AM

no help necessary anymore.

9:15:09 AM

Have a great rest of your day

9:15:13 AM

Paul Wild has ended this chat session

9:15:20 AM



Chat Transcript

Hello, I am your Acebuddy

11 Oct, 11:27:47 PM

Visitor Details

#82488 lindsay butticci

Email: lindsay@stainlessintl.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Secs

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 10:03:30 PM

#82923 Nick Gagon

Email: nick@npftax.com ☎ 16268981892

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: PROVO

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 37 Secs

Nick Gagon	Hello, I am your Acebuddy	24 Oct, 10:03:30 PM
Acebuddy	Hello Nick, I'm your Ace Buddy. I'll be happy to assist you!	10:03:31 PM
	Whom Would You Like to Connect With?	10:03:31 PM
Nick Gagon	Technical Support (QB & App Hosting)	10:03:38 PM
Acebuddy	Welcome to Ace Support.	10:03:38 PM
	Please chose an option :	10:03:38 PM
Nick Gagon	I'd like to raise a Request	10:03:45 PM
Acebuddy	Please select your request type.	10:03:45 PM
Nick Gagon	Other Request	10:03:57 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:03:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:03:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:36:07 PM
	<i>Ended due to chat idle timeout</i>	10:36:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 6:57:03 AM

#82514 Marie Puterbaugh

Email: marie@mvpfinancialsolutionsllc.com 13108966854

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 37 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 19 Secs

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

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

with closing this chat.

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

7:21:14 AM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

7:21:20 AM

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

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

Rohan has ended this chat session

7:21:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 11:45:02 PM

#82148 Jennifer Cope

Email: office@csioftexas.com 18175608883

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 10 Secs

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

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

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

11:52:08 PM

Jennifer Cope	ok, we were trying to change a templant when this happened	11:52:28 PM
Manish Singh	Can you redirect me to the issue again.	11:52:47 PM
Jennifer Cope	ok	11:53:00 PM
	working mow.....	11:54:04 PM
	seems all good. Said we weren't authorized before. then locked up	11:54:29 PM
Manish Singh	Yes, I have cleared all the pending tasks which was stuck now it will work fine.	11:54:36 PM
Jennifer Cope	I think we are good now	11:54:38 PM
Manish Singh	Is there anything else I may help you with ?	11:54:43 PM
Jennifer Cope	thanks	11:54:45 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:54:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:55:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:55:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

11:55:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 5:31:26 PM

#82826 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net ☎ 15185870100

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: 51 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Duration : 16 Mins

Chat Transcript

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

There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.

Your hosted environment remains fully secure, compliant, and optimized for performance.

5:33:55 PM

For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop:

Windows Server 2022

Windows Server 2019

Windows Server 2016

As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.

Jennifer Snyder	why am I getting the warning?	5:34:23 PM
Manish Singh	This is the Warning from QuickBooks for all users.	5:35:19 PM
	As support of Windows 10 no longer supported you can ignore the message.	5:35:55 PM
	Are we still connected here?	5:39:23 PM
	Are we still connected here?	5:44:37 PM
	Are we still connected here?	5:47:11 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:47:24 PM
	<i>Manish Singh has ended this chat session</i>	5:47:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 8:54:15 AM

#82682 Lashanna Mann

Email: hello@fundfriendfinancial.com 16785252567

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: SUN VALLEY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 47 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 4:21:16 AM

#82513 kthevendra

Email: kthevendra@gmail.com ☎ 4166187294

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 19 Secs

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 2:27:28 AM

#82290 marisol

Email: marisol@craftemergency.org

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 59 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

22 Oct, 11:49:28 PM

Visitor Details

#82844 Bryan Kochis

Email: webmaster@brewingscience.com ☎ 719-650-4602

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 27 Secs

City: WOODLAND PARK

State: Colorado

Country: UNITED STATES

Chat Duration : 16 Mins 23 Secs

Chat Transcript

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

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

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

Ashutosh Mishra has ended this chat session

12:05:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 8:38:30 AM

#82387 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com ☎ 13108506091

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 27 Secs

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

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

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

Rohan has ended this chat session

8:49:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 12:39:10 AM

#82888 office

Email: office@pricecontracting.com 14062743064

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 18 Secs

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

Acebuddy	Please select your desired option!	12:39:49 AM
office	User Addition	12:39:57 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	12:39:57 AM
	Do you need any further assistance on the topic?	12:39:57 AM
office	Yes	12:40:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:40:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:03 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:40:30 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:40:35 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:40:45 AM
office	I was recently added as a new user for Admin. I was given server name of nicolerainwater@myrealdata.net but do not know my new user name or how to log in from here	12:41:06 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	12:41:50 AM
	Thanks for the patience, please check once RDP file ([nicolerainwater@myrealdata.net] (mailto:nicolerainwater@myrealdata.net).rdp) is attached in last mail for ticket ID #790628 along with Password link in that mail.	12:45:48 AM
	You need to download that RDP file and use that password to login to server.	
	Please do let me know if you want me to share it again over here.	12:46:10 AM
	https://we.tl/t-ye4ISEIIC3	12:49:55 AM
	You can download RDP file from above link.	12:50:06 AM
	Password Link : https://otp.acecloudhosting.com/s/1nc9UyV5nmVolhVoS4bqM9JnoaEj44Gd	12:50:17 AM
	Please check and let us know if you are able to login.	12:50:36 AM
office	what is my username?	12:53:02 AM
Shubham Maurya	"NicoleRainwater"	12:53:50 AM
	This will be your username.	
	In case if you are still facing any issue then please let us know so that we can help using remote session.	12:59:27 AM
	Are we still connected here?	1:02:44 AM
office	I'm supposed to be an Admin user on the price contracting, inc company name. Can you please give me very clear instructions how to log in? I was able to download and change password, but i'm still not able to log into my company	1:03:48 AM
	please take over if you need to and log me in	1:04:05 AM
Shubham Maurya	https://assist.acecloudhosting.com/join/2182846203	1:04:30 AM

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

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

1:25:20 AM

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

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

office No, you've been very helpful 1:25:25 AM

Shubham Maurya Thank you for choosing ACE cloud Hosting, you have a wonderful day. 1:25:26 AM

Shubham Maurya has ended this chat session 1:25:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 4 Oct, 3:28:01 AM

#82228 Eileen Ragan

Email: eileenragan@gmail.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 9 Mins 23 Secs

Eileen Ragan Hello, I am your Acebuddy 4 Oct, 3:28:01 AM

Acebuddy Hello Eileen Ragan, I'm your Ace Buddy. I'll be happy to assist you! 3:28:02 AM

Whom Would You Like to Connect With? 3:28:02 AM

Eileen Ragan Technical Support (QB & App Hosting) 3:28:27 AM

Acebuddy	Welcome to Ace Support.	3:28:28 AM
	Please chose an option :	3:28:28 AM
Eileen Ragan	I'd like to report an Issue	3:28:40 AM
Acebuddy	Please select an option!	3:28:40 AM
Eileen Ragan	Other Issue	3:28:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:28:47 AM
Eileen Ragan	Ticket ID: 779262	3:28:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:28:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:28:53 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:29:30 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:29:35 AM
	Thank you for sharing the ticket reference number.	3:30:18 AM
	Kindly allow me two minutes to check the same.	3:30:21 AM
	Meanwhile can I get your name please? (Edited)	3:31:54 AM
	Thank you for your patience.	3:33:15 AM
	Are we still connected here?	3:33:21 AM
	Are we still connected here?	3:35:00 AM
	Are we still connected here?	3:36:22 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:37:22 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:37:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 10:48:01 PM

#82183 eric.simon

Email: eric.simon@cosmobiousa.com ☎ 17604314600

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 55 Secs

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

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

Thank you for sharing her contact number.

11:05:59 PM

eric.simon Thank you

11:06:01 PM

Abhay Kumar Saraswat Let em arrange a callback for her at earliest. (Edited)

11:06:10 PM

eric.simon I will close this chat and let her know you will call. She is unable to do her job now

11:06:28 PM

Abhay Kumar Saraswat Yes, please inform her.

11:06:41 PM

Is there anything else I may help you with ?

11:06:46 PM

eric.simon no, that is it. thank you

11:06:52 PM

eric.simonEric Simon has ended this chat session

11:06:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 9:45:46 PM

#82134 MELISSA DESTIO

Email: fred.clearview@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: JUPITER

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 22 Secs

MELISSA DESTIO Hello, I am your Acebuddy

1 Oct, 9:45:46 PM

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

9:45:47 PM

Whom Would You Like to Connect With?

9:45:47 PM

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

Are we still connected here? 10:12:30 PM

Are we still connected here? 10:14:13 PM

Are we still connected here? 10:16:02 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 10:16:06 PM

Sujeet Kumar Suman has ended this chat session 10:16:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 20 Oct, 4:57:45 AM

#82747 Sulaiman

Email: sma@thesmaoffice.com 13106160232

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: MONTCLAIR

State: New Jersey

Country: UNITED STATES

Chat Transcript Chat Duration : 20 Mins 1 Sec

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

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

I will email from sulaiman@thesmaoffice.com

5:10:52 AM

Shashwat Verma

As the register email with us is
sma@thesmaoffice.com, hence we need to first change the email address, for the same, we have
generated your request and concern team will connect you for verification first and once done, we'll
proceed with the request

5:12:42 AM

Sulaiman

There no need to change the email for our account

5:13:21 AM

Please keep sma@thesmaoffice.com

5:13:30 AM

Shashwat Verma

Would like to inform you that email address works as an identity proof for changing any data like
adding or deleting the user from the account, so either email us from
sma@thesmaoffice.com or we have to proceed with changing the email address with full verification
process due to security concern

5:15:43 AM

Hope you understand

5:15:49 AM

sma has ended this chat session

5:17:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 7:49:32 AM

#82673 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 1 Sec

Robert Zeigen

Hello, I am your Acebuddy

16 Oct, 7:49:32 AM

Acebuddy	Hello Rob Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	7:49:33 AM
	Whom Would You Like to Connect With?	7:49:33 AM
Robert Zeigen	Technical Support (QB & App Hosting)	7:49:37 AM
Acebuddy	Welcome to Ace Support.	7:49:37 AM
	Please chose an option :	7:49:37 AM
Robert Zeigen	I'd like to report an Issue	7:49:45 AM
Acebuddy	Please select an option!	7:49:45 AM
Robert Zeigen	Other Issue	7:50:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:50:00 AM
Robert Zeigen	I cannot log into my server	7:50:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:50:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:50:10 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	7:52:04 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	7:52:09 AM
Robert Zeigen	Never mind. It finally connected	7:52:25 AM
Ankit Kumar	Awesome, glad to hear that.	7:52:47 AM
	Is there anything else I may help you with ?	7:52:51 AM
	Are we still connected here?	7:58:42 AM
	Are we still connected here?	8:01:14 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:04:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:07:31 AM
	<i>Ankit Kumar has ended this chat session</i>	8:07:34 AM



Chat Transcript

Hello, I am your Acebuddy

#82259 Kate DiSanto

Email: kdisanto@cdss.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WESTFIELD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Oct, 2:40:05 AM

#82493 Samara Stein

Email: samarastein@gmail.com ☎ 3035895799

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: SANTA CRUZ

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 26 Secs

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

	<i>Acebuddy (bot) forwarded the chat request</i>	2:46:34 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:46:51 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:47:16 AM
	Hello Samara	2:47:38 AM
Samara Stein	myrealdata\SamaraS myrealdata\OPS_Accounting	2:47:49 AM
	neither server login will open	2:47:54 AM
	can you reset them or somethign	2:47:59 AM
Shashwat Verma	could you please confirm the name or the cid of your account?	2:49:31 AM
Samara Stein	Oceanic Preservation Society	2:49:53 AM
Shashwat Verma	Okay, to reset the password from your end, you can also login myportal.acecloudhosting.com for the same	2:51:08 AM
	Are we still connected here?	2:52:56 AM
Samara Stein	i dont need to reset the password	2:53:03 AM
	i am saying i am just getting a login error	2:53:19 AM
Shashwat Verma	May I take the remote access of your local computer?	2:53:46 AM
	Are we still connected here?	2:56:41 AM
	Are we still connected here?	2:57:21 AM
	Are we still connected here?	2:58:31 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:00:30 AM
	<i>Shashwat Verma has ended this chat session</i>	3:00:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 1:05:00 AM

#82769 craig

Email: craig@enscpny.com ☎ 7188351978

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: EAST HAMPTON

State: New York

Country: UNITED STATES

Chat Duration : 2 Mins 54 Secs

Chat Transcript

craig	Hello, I am your Acebuddy	21 Oct, 1:05:00 AM
Acebuddy	Hello Craig Schulken, I'm your Ace Buddy. I'll be happy to assist you!	1:05:01 AM
	Whom Would You Like to Connect With?	1:05:01 AM
craig	Technical Support (QB & App Hosting)	1:05:16 AM
Acebuddy	Welcome to Ace Support.	1:05:16 AM
	Please chose an option :	1:05:16 AM
craig	I'd like to raise a Request	1:05:33 AM
Acebuddy	Please select your request type.	1:05:33 AM
craig	Reboot your Server	1:05:42 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	1:05:43 AM
	Do you need any further assistance on the topic?	1:05:43 AM
craig	No	1:07:54 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:07:54 AM
	<i>Acebuddy has ended this chat session</i>	1:07:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 7:56:03 PM

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

Chat Duration : 32 Mins 57 Secs

Chat Transcript

Jenifer campa	Hello, I am your Acebuddy	11 Oct, 7:56:04 PM
Acebuddy	Hello Jenifer Campa, I'm your Ace Buddy. I'll be happy to assist you!	7:56:05 PM
	Whom Would You Like to Connect With?	7:56:05 PM
Jenifer campa	Technical Support (QB & App Hosting)	7:56:10 PM
Acebuddy	Welcome to Ace Support.	7:56:10 PM
	Please chose an option :	7:56:10 PM
Jenifer campa	I'd like to report an Issue	7:56:21 PM
Acebuddy	Please select an option!	7:56:21 PM
Jenifer campa	Password Reset	7:56:33 PM
Acebuddy	Please select an option below	7:56:33 PM
Jenifer campa	Already Enrolled to Selfcare Portal	7:56:42 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:56:43 PM
	Do you need any further assistance on the topic?	7:56:43 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:29:02 PM
	<i>Ended due to chat idle timeout</i>	8:29:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 2:43:33 AM

#82198 Steve landry

Email: slandry@taxpronh.com 16032283004

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WEARE

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 7 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 12:59:00 AM

#82659 jeana

Email: jeana@worldwidedoors.com 18135075488

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: LUTZ

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 47 Secs

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

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

	facing issue.	1:12:16 AM
jeana	thank you!!!!	1:12:40 AM
	this worked	1:12:48 AM
Anjainay Singh	You may generate the random password from https://otp.acecloudhosting.com/ and this password will work for 90 days.	1:13:00 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:13:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:13:45 AM
	<i>Anjainay Singh has ended this chat session</i>	1:13:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 1:31:56 AM

#83038 johnathon

Email: johnathon@islandentertainment.com (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 9 Secs

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

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

Shubham Maurya	Please ask user to save there work as we might need to reboot server due to few of the quickbooks services are not getting restarted from backend commands.	2:00:02 AM
	This will take 1-2 minutes.	2:00:17 AM
johnathon	go ahead	2:00:43 AM
Shubham Maurya	Thanks for the confirmation !	2:00:55 AM
	Thanks for the patience, It's done now. All quickbooks services are running back.	2:03:22 AM
	Please login and check if you are able to use the application.	2:03:33 AM
johnathon	its fixed	2:08:30 AM
Shubham Maurya	Good to hear that, thanks for the confirmation. Please pin "*QBReset*" from desktop to taskbar so that in future you can reset quickbooks from from your end in such cases.	2:10:03 AM
	Is there anything else I may help you with ?	2:10:06 AM
	Are we still connected here?	2:11:19 AM
	Are we still connected here?	2:12:13 AM
	Are we still connected here?	2:13:13 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:14:02 AM
	<i>Shubham Maurya has ended this chat session</i>	2:14:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 2:05:24 AM

#83145 sheryl lacsamana

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

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 18 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 9:04:46 PM

#82795 Amy Torres

Email: atorres@absihc.com 13162953282

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ROSE HILL

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

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

Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.

9:05:17 PM

Do you need any further assistance on the topic?

9:05:17 PM

Amy Torres No

9:05:27 PM

Acebuddy Thank you for contacting Ace Support. Have a nice day!

9:05:27 PM

Acebuddy has ended this chat session

9:05:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 7:44:45 PM

#82576 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 39 Secs

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

info	I'd like to raise a Request	7:45:50 PM
Acebuddy	Please select your request type.	7:45:50 PM
info	Other Request	7:45:57 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:45:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:45:57 PM
info	Yes, I'm facing issues with my server	7:46:04 PM
Acebuddy	Please select an option!	7:46:04 PM
info	QuickBooks Issue	7:46:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:46:09 PM
info	QuickBooks Update	7:46:13 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:46:13 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:46:13 PM
	Do you need any further assistance on the topic?	7:46:13 PM
info	Yes	7:46:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:46:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:26 PM
	<i>Dushyant accepted the chat transfer request.</i>	7:46:39 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	7:46:43 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:47:29 PM
info	server name is ABongryong.myreldata.net. and user name is ANNIE_BK	7:48:07 PM
	Could you update the QB at midnight tonight?	7:48:15 PM
	Not just for my server, but for all of our company's servers.	7:49:23 PM
Dushyant	Thank you for the details,	7:49:25 PM
	Surely, we will update the QuickBooks in off hours and let you know over the email.	7:50:06 PM
info	Thank you.	7:51:00 PM
Dushyant	As i can see you are having only one server, "Bongryong.myreldata.net"	7:52:46 PM
info	I have question,	7:53:20 PM
	is it possible to use one server with several users?	7:53:34 PM
	then I think we have only one server and we share that server.	7:53:47 PM

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 8:12:32 PM

#82834 John Darrell

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

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: ROCKWALL

State: Texas

Country: UNITED STATES

Chat Duration : 31 Mins 20 Secs

Chat Transcript

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

Sujeet Kumar Suman	When was the last time you were able to scan from QuickBooks?	8:17:11 PM
John Darrell	not sure may be year or so	8:17:28 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	8:18:09 PM
	Thank you for your patience.	8:19:43 PM
	May I take the remote access of your local computer?	8:20:06 PM
John Darrell	yes	8:20:11 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:20:17 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9242535845	8:20:40 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:22:11 PM
	Thank you for your patience.	8:40:55 PM
John Darrell	thank you for your help im ending the cchat	8:42:58 PM
Sujeet Kumar Suman	As discussed during the remote session, we will send an email to you and Tina Campbell to authorize the installation of TScan on the server.	8:43:21 PM
	User confirmed closing the chat. (Edited)	8:43:47 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:43:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 6:32:11 PM

#82689 Amanda Ruiz

Email: aruiz@usmicroproducts.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: 1 Min 13 Secs

City: DAVENPORT

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 57 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 1:33:57 AM

#82772 Leah Ren

Email: leah.ren@changcpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DECATUR

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 3 Secs

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

Kindly re-initiate the chat.

Ended due to chat idle timeout

2:13:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 12:39:52 AM

#83034 sabino

Email: sabino@kevinbarry.com 8184471400

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: PACOIMA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 22 Secs

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

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

sabino	Yes. She is able to log in fine. Its the application Avalara.	1:01:53 AM
	When she logs into QuickBooks the program Avalara is not logged in.	1:02:36 AM
Karan Bhattacharya	which id user is using for avalara?	1:04:27 AM
	is it different from chanelf@myrealdata.net?	1:04:45 AM
	<i>1:04:49 AM sabino is sharing a file with you</i> <u>Screenshot 2025-10-28 122021.png</u> - (Size:52.14 KB)	1:04:49 AM
	ok	1:05:03 AM
sabino	When all other users log into QuickBooks it show logged in fine. its only Chanel's profile that does not show logged in to Avalara.	1:05:47 AM
Karan Bhattacharya	The issue seems to be specific with Avalara account as with myrealdata.net user is able to pass through therefore I suggest you to connect with Avalara support team.	1:07:18 AM
sabino	Ok. Thank you.	1:07:45 AM
Karan Bhattacharya	Is there any other issue with which I can assist you?	1:08:37 AM
sabino	No that was all. Thank ou.	1:08:46 AM
Karan Bhattacharya	ok	1:09:03 AM
sabino	*you.	1:09:03 AM
Karan Bhattacharya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:09:10 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Karan Bhattacharya has ended this chat session</i>	1:09:16 AM



Chat Transcript

Hello, I am your Acebuddy

#82516 rhernandez

Email: rhernandez@docomopacific.com ☎ 16716864566

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Duration : 25 Mins 10 Secs

Chat Transcript

rhenandez	Hello, I am your Acebuddy	13 Oct, 8:55:38 AM
Acebuddy	Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	8:55:39 AM
	Whom Would You Like to Connect With?	8:55:39 AM
rhenandez	Technical Support (QB & App Hosting)	8:56:27 AM
Acebuddy	Welcome to Ace Support.	8:56:27 AM
	Please chose an option :	8:56:27 AM
rhenandez	I'd like to raise a Request	8:56:44 AM
Acebuddy	Please select your request type.	8:56:44 AM
rhenandez	Other Request	8:56:56 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:56:56 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:56:56 AM
rhenandez	Restart	8:57:02 AM
Acebuddy	Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	8:57:02 AM
	Whom Would You Like to Connect With?	8:57:02 AM
rhenandez	Technical Support (QB & App Hosting)	8:57:08 AM
Acebuddy	Welcome to Ace Support.	8:57:08 AM
	Please chose an option :	8:57:08 AM
rhenandez	I'd like to report an Issue	8:57:11 AM
Acebuddy	Please select an option!	8:57:11 AM
rhenandez	Other Issue	8:57:16 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:57:16 AM
	<i>8:57:24 AM r hernandez is sharing a file with you</i> <u>{1BDCE11A-C972-4604-8029-BDA94F6022A61.png}</u> - (Size:91.01 KB)	8:57:24 AM
	Please wait while we connect you to a Support Representative	8:57:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:57:25 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:57:29 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:57:35 AM
	Hello Ricardo	8:57:43 AM
r hernandez	hi shubham	8:57:59 AM
	users are reporting they cant login due to MFA	8:58:06 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:58:23 AM
r hernandez	docomopacific.myrealdatal.net	8:59:09 AM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.	9:00:00 AM
r hernandez	ok	9:02:20 AM
Shubham Kataria	Kindly confirm if this issue only faced by the users who have MFA enabled or if all users are receiving this error	9:03:05 AM
r hernandez	most likely yeah	9:03:20 AM
	but everyone should have MFA enabled	9:03:28 AM
Shubham Kataria	Please confirm any one username who is currently trying to access the server and encountering this MFA-related error	9:04:41 AM
r hernandez	Kanielle Madrelino	9:06:00 AM
	mine as well RicardoHe	9:06:12 AM
Shubham Kataria	Alright, please allow us few minutes to check the same as multiple clients facing the same issue	9:07:02 AM
	We have already escalated the issue to the concerned team who is handling the MFA, they are looking into it.	9:08:21 AM
r hernandez	ok	9:08:27 AM
Shubham Kataria	Thank you for your patience.	9:08:36 AM
	We sincerely apologize for the inconvenience caused. Our team is actively working on resolving the issue and we kindly ask for your patience while we complete the necessary steps. We will keep you updated and notify you via email as soon as the issue has been resolved.	9:13:37 AM
r hernandez	ok	9:13:48 AM
Shubham Kataria	Thank you for your understanding. we are working on it.	9:14:33 AM
	Is there anything else I may help you with ?	9:14:36 AM
r hernandez	thats all	9:14:52 AM

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Oct, 10:40:28 PM

#82468 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: LAKEWOOD

State: Washington

Country: UNITED STATES

Chat Transcript Chat Duration : 1 Min 21 Secs

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 8:41:17 AM

#83152 Morgan Hansow

Email: morgan@lgh.tv 19706236464

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 4 Secs

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

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



