

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Apr, 12:25:02 AM

#76268 andrew

Email: andrew@snider-cpa.com ☎ 7209359385

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: 35 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 35 Secs

|          |  |                     |
|----------|--|---------------------|
| andrew   | Hello, I am your Acebuddy  | 29 Apr, 12:25:03 AM |
| Acebuddy | Hello Andrew, I'm your Ace Buddy. I'll be happy to assist you!   | 12:25:04 AM         |
|          | Whom Would You Like to Connect With?   | 12:25:04 AM         |
| andrew   | Technical Support (QB & App Hosting)   | 12:25:11 AM         |
| Acebuddy | Welcome to Ace Support.  | 12:25:11 AM         |
|          | Please chose an option :   | 12:25:11 AM         |
| andrew   | I'd like to raise a Request  | 12:25:20 AM         |
| Acebuddy | Please select your request type.   | 12:25:20 AM         |
| andrew   | Office 365 Addition  | 12:25:32 AM         |
| Acebuddy | Please specify if you already have an Office365 subscription   | 12:25:32 AM         |
| andrew   | I already have O365 license  | 12:25:37 AM         |
| Acebuddy | As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems : | 12:25:37 AM         |
|          | <ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>   | 12:25:37 AM         |

|                 |  |             |
|-----------------|--|-------------|
|                 | If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.   | 12:25:37 AM |
|                 | If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.  | 12:25:37 AM |
|                 | Do you need any further assistance on the topic?   | 12:25:37 AM |
| andrew          | Yes  | 12:25:50 AM |
| Acebuddy        | Please wait while we connect you to our Support Representative   | 12:25:50 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 12:25:50 AM |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>   | 12:26:11 AM |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.   | 12:26:15 AM |
|                 | Hello Andrew, how are you doing today ?  | 12:26:25 AM |
| andrew          | I'm good, thanks   | 12:26:33 AM |
| Rohan Prajapati | That's Great   | 12:26:45 AM |
|                 | How may i assist you today   | 12:27:02 AM |
| andrew          | I have a current ticket open with you right now (#682403) to add the Outlook Plugin for Sharefile. When you guys tried to call it wouldn't go through. Can you help me through here?   | 12:28:02 AM |
| Rohan Prajapati | I will surely try to help you with this.   | 12:28:59 AM |
|                 | May I take the remote access of your server?   | 12:29:08 AM |
| andrew          | Yes  | 12:29:36 AM |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end.  | 12:30:06 AM |
|                 | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 12:30:31 AM |
|                 | Could you please switch to one screen ?  | 12:31:03 AM |
| andrew          | Yes  | 12:31:19 AM |
|                 | Done   | 12:32:44 AM |
| Rohan Prajapati | Thanks for the confirmation !  | 12:32:54 AM |
|                 | Is there anything else I may help you with ?   | 12:45:37 AM |
| andrew          | That's it. Thanks  | 12:45:50 AM |
| Rohan Prajapati | Thanks for the confirmation !  | 12:46:03 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 12:46:34 AM |
|                 | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.   |             |
|                 | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am   |             |

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

12:46:36 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 Prajapati has ended this chat session*

12:46:38 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 1:23:00 PM

**#75299 Deanna Estes**

**Email:** deanna@hmbv.co

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** LODI

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 2 Hours 17 Mins

|              |  |                   |
|--------------|--|-------------------|
| Deanna Estes | Hello, I am your Acebuddy  | 8 Apr, 1:23:01 PM |
| Acebuddy     | Hello Deanna, I'm your Ace Buddy. I'll be happy to assist you!   | 1:23:01 PM        |
|              | Whom Would You Like to Connect With?   | 1:23:01 PM        |
| Deanna Estes | Managed Security   | 1:23:10 PM        |
| Acebuddy     | Please wait while we connect you to an available Representative.   | 1:23:10 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. | 3:40:05 PM        |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Apr, 1:06:39 AM

### #76341 marcello

**Email:** marcello@prothane.com ☎ 18014201081

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LINDON

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 44 Secs

|          |  |                    |
|----------|--|--------------------|
| marcello | Hello, I am your Acebuddy  | 30 Apr, 1:06:40 AM |
| Acebuddy | Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!   | 1:06:41 AM         |
|          | Whom Would You Like to Connect With?   | 1:06:41 AM         |
|          | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 1:46:24 AM         |
|          | <i>Ended due to chat idle timeout</i>  | 1:46:24 AM         |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Apr, 1:07:12 AM

#75182 summer

Email: summer@leafbookcfo.com ☎ 14694095890

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: HARVEST

State: Alabama

Country: UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 12 Secs

|          |  |                   |
|----------|--|-------------------|
| summer   | Hello, I am your Acebuddy  | 5 Apr, 1:07:13 AM |
| Acebuddy | Hello Summer Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!   | 1:07:14 AM        |
|          | Whom Would You Like to Connect With?   | 1:07:14 AM        |
| summer   | Technical Support (QB & App Hosting)   | 1:07:29 AM        |
| Acebuddy | Welcome to Ace Support.  | 1:07:29 AM        |
|          | Please chose an option :   | 1:07:29 AM        |
| summer   | I'd like to raise a Request  | 1:07:35 AM        |
| Acebuddy | Please select your request type.   | 1:07:35 AM        |
| summer   | Other Request  | 1:07:51 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. | 1:07:51 AM        |
|          | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 1:07:51 AM        |
| summer   | No, That'll be all!  | 1:08:25 AM        |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day!   | 1:08:26 AM        |
|          | <i>Acebuddy has ended this chat session</i>  | 1:08:26 AM        |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Apr, 12:34:51 AM

### #76269 Christopher Facendola

**Email:** chris@amgair.com ☎ 201-782-1782

**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:** MAHWAH

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 11 Secs

Christopher  
Facendola

Hello, I am your Acebuddy

29 Apr, 12:34:51  
AM

Acebuddy

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

12:34:52 AM

Whom Would You Like to Connect With?

12:34:52 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.

1:16:03 AM

*Ended due to chat idle timeout*

1:16:03 AM



# Chat Transcript

Hello, I am your Acebuddy

**#75439 elbie****Email:** elbie@outsmartsolutions.com  9726852715**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:** ATLANTA**State:** Georgia**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 30 Secs

|          |  |                     |
|----------|--|---------------------|
| elbie    | Hello, I am your Acebuddy  | 10 Apr, 10:20:07 PM |
| Acebuddy | Hello Elbie, I'm your Ace Buddy. I'll be happy to assist you!  | 10:20:08 PM         |
|          | Whom Would You Like to Connect With?   | 10:20:08 PM         |
| elbie    | Technical Support (QB & App Hosting)   | 10:20:11 PM         |
| Acebuddy | Welcome to Ace Support.  | 10:20:11 PM         |
|          | Please chose an option :   | 10:20:11 PM         |
| elbie    | I'd like to raise a Request  | 10:20:23 PM         |
| Acebuddy | Please select your request type.   | 10:20:23 PM         |
| elbie    | Other Request  | 10:20:28 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. | 10:20:28 PM         |
|          | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 10:20:28 PM         |
| elbie    | No, That'll be all!  | 10:20:37 PM         |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day!   | 10:20:37 PM         |
|          | <i>Acebuddy has ended this chat session</i>  | 10:20:37 PM         |



# Hello, I am your Acebuddy

## Visitor Details

25 Apr, 3:00:08 AM

### #76060 Laurent Cohen

**Email:** laurent@mixware.net  18185784030

**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:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 35 Secs

|               |  |                    |
|---------------|--|--------------------|
| Laurent Cohen | Hello, I am your Acebuddy  | 25 Apr, 3:00:09 AM |
| Acebuddy      | Hello Laurent, I'm your Ace Buddy. I'll be happy to assist you!  | 3:00:10 AM         |
|               | Whom Would You Like to Connect With?   | 3:00:10 AM         |
| Laurent Cohen | Technical Support (QB & App Hosting)   | 3:00:17 AM         |
| Acebuddy      | Welcome to Ace Support.  | 3:00:17 AM         |
|               | Please chose an option :   | 3:00:17 AM         |
| Laurent Cohen | I'd like to raise a Request  | 3:00:22 AM         |
| Acebuddy      | Please select your request type.   | 3:00:23 AM         |
| Laurent Cohen | Other Request  | 3:00:29 AM         |
| Acebuddy      | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 3:00:29 AM         |
|               | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 3:00:29 AM         |
|               | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.                             | 3:42:44 AM         |
|               | <i>Ended due to chat idle timeout</i>  | 3:42:44 AM         |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Apr, 1:00:34 AM

### #76145 Vanessa Prada

**Email:** vprada@nativefloral.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:** OSWEGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 13 Secs

|               |  |                    |
|---------------|--|--------------------|
| Vanessa Prada | Hello, I am your Acebuddy  | 26 Apr, 1:00:35 AM |
| Acebuddy      | Hello Vanessa Prada, I'm your Ace Buddy. I'll be happy to assist you!  | 1:00:36 AM         |
|               | Whom Would You Like to Connect With?   | 1:00:36 AM         |
| Vanessa Prada | Technical Support (QB & App Hosting)   | 1:00:58 AM         |
| Acebuddy      | Welcome to Ace Support.  | 1:00:59 AM         |
|               | Please chose an option :   | 1:00:59 AM         |
| Vanessa Prada | I'd like to raise a Request  | 1:01:06 AM         |
| Acebuddy      | Please select your request type.   | 1:01:07 AM         |
| Vanessa Prada | Password Reset   | 1:01:13 AM         |
| Acebuddy      | Please select an option below  | 1:01:13 AM         |
| Vanessa Prada | Not Enrolled to Selfcare Portal  | 1:01:19 AM         |
| Acebuddy      | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 1:01:19 AM         |
|               | Do you need any further assistance on the topic?   | 1:01:19 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.   | 1:40:49 AM         |
|               | <i>Ended due to chat idle timeout</i>  | 1:40:49 AM         |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Apr, 5:58:48 PM

**#76190 Nasimul Hassan**

**Email:** cs@columbiataxservice.com 14109299778

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

**Operator:** Rajan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 29 Secs

**City:** WASHINGTON

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 20 Secs

|                |  |                    |
|----------------|--|--------------------|
| Nasimul Hassan | Hello, I am your Acebuddy  | 27 Apr, 5:58:48 PM |
| Acebuddy       | Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!                               | 5:58:50 PM         |
|                | Whom Would You Like to Connect With?   | 5:58:50 PM         |
| Nasimul Hassan | Technical Support (QB & App Hosting)   | 5:58:59 PM         |
| Acebuddy       | Welcome to Ace Support.  | 5:58:59 PM         |
|                | Please chose an option :   | 5:58:59 PM         |
| Nasimul Hassan | I'd like to report an Issue  | 5:59:06 PM         |
| Acebuddy       | Please select an option!   | 5:59:06 PM         |
| Nasimul Hassan | Other Issue  | 5:59:14 PM         |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative! | 5:59:14 PM         |
| Nasimul Hassan | User can't login to rdp.   | 5:59:34 PM         |
| Acebuddy       | Please wait while we connect you to a Support Representative   | 5:59:34 PM         |

|                |   |            |
|----------------|---|------------|
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 5:59:34 PM |
|                | <i>Rajan accepted the chat transfer request.</i>  | 6:01:08 PM |
| Rajan          | Thank you for contacting Ace Cloud Hosting. My name is Rajan. I will be assisting you today.  | 6:01:14 PM |
|                | Sure, I can help with that. Let me look into it for you.  | 6:01:38 PM |
| Nasimul Hassan | Hi  | 6:01:49 PM |
| Rajan          | Kindly allow me 3-4 minutes to check the same.  | 6:01:58 PM |
| Nasimul Hassan | We even tried password reset  | 6:02:12 PM |
|                | But it's not working  | 6:02:20 PM |
|                | User Kazi Khairul   | 6:02:42 PM |
| Rajan          | sure, checking.   | 6:03:01 PM |
| Nasimul Hassan | Zahid   | 6:03:31 PM |
| Rajan          | Kindly allow me 2 minutes as i am working on it.  | 6:04:09 PM |
| Nasimul Hassan | Ok  | 6:04:50 PM |
| Rajan          | Kindly try to login now and check.  | 6:05:02 PM |
| Nasimul Hassan | It worked   | 6:06:53 PM |
|                | I'm my case RDP is not retaining the password..   | 6:07:35 PM |
| Rajan          | Can i check it on remote.   | 6:07:59 PM |
|                | <a href="https://assist.acecloudhosting.com/join/8102239851">https://assist.acecloudhosting.com/join/8102239851</a>   | 6:08:05 PM |
| Nasimul Hassan | Not now   | 6:08:14 PM |
|                | Thanks. I will contact later  | 6:08:28 PM |
|                | Have a good day   | 6:08:39 PM |
| Rajan          | sure, Anytime   | 6:08:40 PM |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 6:08:47 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!   | 6:08:51 PM |
|                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).      |            |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |            |
|                | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  | 6:09:02 PM |

Rajan has ended this chat session

6:09:09 PM



## Chat Transcript

this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator

### Visitor Details

6 Apr, 1:08:08 AM

#### #75217 recoverymail088

**Email:** recoverymail088@gmail.com ☎ +447543861827

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

**Operator:** Ashutosh Mishra

**Website:** <https://www.acecloudhosting.com/knowledgebase/fix-remote-desktop-connection-issue/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** ZANGO

**State:** Kaduna

**Country:** NIGERIA

### Chat Transcript

Chat Duration : 14 Mins 51 Secs

|                 |   |                   |
|-----------------|---|-------------------|
| recoverymail088 | this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator | 6 Apr, 1:08:09 AM |
| Dikshant Yadav  | Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.   | 1:08:18 AM        |
| recoverymail088 | how can i fix this problem on rdp   | 1:08:36 AM        |
|                 | this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator | 1:08:37 AM        |
|                 | <i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>  | 1:08:39 AM        |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>  | 1:08:48 AM        |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.  | 1:09:09 AM        |
| recoverymail088 | thank you   | 1:09:20 AM        |

|                 |   |            |
|-----------------|---|------------|
|                 | my name is Harry  | 1:09:24 AM |
| Ashutosh Mishra | Harry, i understand you are unable to connect to the server.  | 1:10:41 AM |
| recoverymail088 | Yes and this is what get. this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator | 1:11:00 AM |
|                 | How can i solve this Problem pls  | 1:11:19 AM |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 1:12:09 AM |
| recoverymail088 | magnetic\t1   | 1:13:06 AM |
|                 | thats my user name  | 1:13:15 AM |
|                 | server name is RDP  | 1:13:23 AM |
| Ashutosh Mishra | May I take the remote access of your local computer?  | 1:13:33 AM |
| recoverymail088 | i don't understand  | 1:13:49 AM |
| Ashutosh Mishra | It seems the issue is with the RDP application, i will have to check for settings in the RDP app.   | 1:14:39 AM |
|                 | On your computer  | 1:14:50 AM |
| recoverymail088 | ok  | 1:14:55 AM |
|                 | thank you   | 1:15:17 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end.   | 1:15:21 AM |
|                 | Click on the link below once you are ready to start the session   | 1:15:36 AM |
|                 | <a href="https://assist.acecloudhosting.com/join/1472478850">https://assist.acecloudhosting.com/join/1472478850</a>   | 1:15:38 AM |
|                 | Are we still connected here?  | 1:18:48 AM |
|                 | Are we still connected here?  | 1:21:17 AM |
|                 | Are we still connected here?  | 1:22:13 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.                         | 1:23:08 AM |
|                 | <i>Ashutosh Mishra has ended this chat session</i>  | 1:23:10 AM |



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#75681 Sandi****Email:** sandrablake116@gmail.com**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:** MOYOCK**State:** North Carolina**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 1 Min 45 Secs

|          |   |                    |
|----------|---|--------------------|
| Sandi    | Hello, I am your Acebuddy   | 16 Apr, 8:25:41 PM |
| Acebuddy | Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!   | 8:25:42 PM         |
|          | Whom Would You Like to Connect With?  | 8:25:42 PM         |
| Sandi    | Technical Support (QB & App Hosting)  | 8:25:48 PM         |
| Acebuddy | Welcome to Ace Support.   | 8:25:48 PM         |
|          | Please chose an option :  | 8:25:48 PM         |
| Sandi    | I'd like to report an Issue   | 8:25:58 PM         |
| Acebuddy | Please select an option!  | 8:25:58 PM         |
| Sandi    | QuickBooks Issue  | 8:26:02 PM         |
| Acebuddy | What type of QuickBooks Issue are you facing?   | 8:26:03 PM         |
| Sandi    | QuickBooks is Frozen  | 8:26:06 PM         |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks                      | 8:26:07 PM         |
|          | Was that helpful?   | 8:26:07 PM         |
| Sandi    | Yes   | 8:27:26 PM         |
| Acebuddy | I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me! | 8:27:26 PM         |
|          | <i>Acebuddy has ended this chat session</i>   | 8:27:27 PM         |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Apr, 8:09:26 PM

### #76307 Steve Huffman

**Email:** steve@huffcom.com ☎ 9038728306

**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:** 19 Secs

**City:** CORSICANA

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 52 Secs

|               |  |                    |
|---------------|--|--------------------|
| Steve Huffman | Hello, I am your Acebuddy  | 29 Apr, 8:09:26 PM |
| Acebuddy      | Hello Steve Huffman, I'm your Ace Buddy. I'll be happy to assist you!                                | 8:09:27 PM         |
|               | Whom Would You Like to Connect With?   | 8:09:27 PM         |
| Steve Huffman | Technical Support (QB & App Hosting)   | 8:09:30 PM         |
| Acebuddy      | Welcome to Ace Support.  | 8:09:30 PM         |
|               | Please chose an option :   | 8:09:30 PM         |
| Steve Huffman | I'd like to report an Issue  | 8:09:37 PM         |
| Acebuddy      | Please select an option!   | 8:09:37 PM         |
| Steve Huffman | QuickBooks Issue   | 8:09:43 PM         |
| Acebuddy      | What type of QuickBooks Issue are you facing?  | 8:09:43 PM         |
| Steve Huffman | Other QB related issue   | 8:09:50 PM         |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! | 8:09:50 PM         |
| Steve Huffman | Disregard. The server just came back online  | 8:11:00 PM         |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 8:11:00 PM         |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 8:11:00 PM         |

|                 |   |            |
|-----------------|---|------------|
|                 | <i>Gaurava Tyagi declined the transfer request.</i>   | 8:11:05 PM |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>  | 8:11:24 PM |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.  | 8:11:30 PM |
|                 | Hello Steve, how are you doing today ?  | 8:11:52 PM |
|                 | Could you please describe the issue that you were facing?   | 8:12:18 PM |
| Steve Huffman   | Doing great, thanks. Please disregard as the server just came back online. We were not able to connect earlier but now we can.  | 8:12:30 PM |
| Rohan Prajapati | Ohh that's Great, May I know what error you were getting while accessing the server ?   | 8:12:49 PM |
|                 | Was it something like "Server cannot be Found " ?   | 8:13:32 PM |
| Steve Huffman   | I don't remember the error, only that is was trying to connect then after a while a windows error box would come up saying it wasn't able to connect.   | 8:13:43 PM |
| Rohan Prajapati | Okay No issue, kindly reach out to us in case you face this issue again.  | 8:14:28 PM |
|                 | Is there anything else I may help you with ?  | 8:14:29 PM |
| Steve Huffman   | That's all, thank you   | 8:14:59 PM |
| Rohan Prajapati | Thanks for the confirmation !   | 8:15:05 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 8:15:07 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!   | 8:15:16 PM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).      |            |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |            |
|                 | <i>Rohan Prajapati has ended this chat session</i>  | 8:15:19 PM |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#75599 help

Email: help@triadcybersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 5 Secs

City: ROBSTOWN

State: New York

Country: UNITED STATES

Chat Duration : 29 Mins 33 Secs

## Chat Transcript

|               |   |                    |
|---------------|---|--------------------|
| help          | Hello, I am your Acebuddy   | 15 Apr, 1:08:13 AM |
| Acebuddy      | Hello Help, I'm your Ace Buddy. I'll be happy to assist you!  | 1:08:14 AM         |
|               | Whom Would You Like to Connect With?  | 1:08:14 AM         |
| help          | Managed IT  | 1:08:17 AM         |
| Acebuddy      | Please wait while we connect you to an available Representative.                                    | 1:08:19 AM         |
|               | <i>Acebuddy (bot) forwarded the chat request</i>  | 1:08:19 AM         |
|               | <i>Pradeep Kumar accepted the chat transfer request.</i>  | 1:08:27 AM         |
| Pradeep Kumar | Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?          | 1:08:41 AM         |
| help          | hi pradeep  | 1:08:52 AM         |
|               | just talked you an hour ago about signature pad issue   | 1:09:12 AM         |
| Pradeep Kumar | Alright, let me transfer the chat to the concerned team.  | 1:09:25 AM         |
|               | <i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>                     | 1:09:32 AM         |
| help          | 677691 case no  | 1:09:36 AM         |
|               | <i>Sanyam Madan accepted the chat transfer request.</i>   | 1:09:43 AM         |
| Sanyam Madan  | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 1:10:15 AM         |
| help          | so now I have bought the new subscription for febula tech usb for remote desktop                    | 1:11:12 AM         |
|               | and have the new order no   | 1:11:35 AM         |
|               | can you please help us to update that?  | 1:13:03 AM         |
| Sanyam Madan  | I will be surely assisting you with this. Kindly help me with your server name and user name?       | 1:13:53 AM         |
| help          | TPCCSVR.myrealdata.net  | 1:14:23 AM         |

|              |   |            |
|--------------|---|------------|
|              | LaverneM  | 1:14:28 AM |
|              | I have shared the case no   | 1:14:42 AM |
|              | then why are you guys asking the same thing again and again   | 1:15:00 AM |
| Sanyam Madan | we deeply apologize for the inconvenience caused  | 1:16:29 AM |
|              | Kindly allow me two minutes to check the same.  | 1:16:43 AM |
|              | are you facing issue with fabula tech ?   | 1:18:02 AM |
| help         | yess  | 1:18:11 AM |
|              | the subcription got expired   | 1:18:25 AM |
|              | bought new  | 1:18:30 AM |
|              | need to setup now   | 1:18:37 AM |
| Sanyam Madan | okay  | 1:18:40 AM |
|              | have you purchased the license ?  | 1:18:50 AM |
|              | Are we still connected here?  | 1:20:07 AM |
| help         | yes I have a new order ref no   | 1:20:44 AM |
| Sanyam Madan | May I take the remote access of your server?  | 1:22:39 AM |
| help         | ye  | 1:22:51 AM |
|              | yes   | 1:23:15 AM |
| Sanyam Madan | Inorder to activate the fabulatech application ,we need the license key   | 1:30:58 AM |
|              | you need to check the email you received from fabulatech  | 1:31:27 AM |
|              | if you haven't received it , you need to connect with fabulatech support team , and gather the license key  | 1:32:43 AM |
|              | then we can help you to set it up   | 1:32:57 AM |
|              | hope you understand   | 1:33:03 AM |
|              | Are we still connected here?  | 1:35:03 AM |
|              | Are we still connected here?  | 1:36:19 AM |
|              | Are we still connected here?  | 1:37:33 AM |
|              | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:37:44 AM |
|              | <i>Sanyam Madan has ended this chat session</i>   | 1:37:47 AM |



# Chat Transcript

I am having issues logging on to quickbooks

## Visitor Details

26 Apr, 11:33:35 PM

#76179 lewanna blake

Email: lewanna@soleilfloors.com ☎ 5127881921

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 28 Secs

lewanna blake I am having issues logging on to quickbooks 26 Apr, 11:33:37 PM

Aayush Thank you for contacting ACE. My name is Aayush. I will be assisting you further. 11:33:50 PM

*Aayush is transferring the chat to Support(QB & App Hosting).* 11:34:16 PM

lewanna blake Great! Thank you! I cannot log on to quickbooks 11:34:20 PM

Aayush Sure, our support team will assist you with that. 11:34:42 PM

*Shashwat Verma accepted the chat transfer request.* 11:34:58 PM

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. 11:35:01 PM

Hello 11:35:15 PM

I will surely help you with this issue. 11:35:22 PM

lewanna blake Hello! Thank you! 11:35:32 PM

Shashwat Verma Are you able to connect with server? 11:35:34 PM

lewanna blake yes, i am in the server now 11:36:04 PM

Shashwat Verma Okay 11:36:11 PM

May I take the remote access of your server? 11:36:17 PM

lewanna blake yes! 11:36:30 PM

|                |  |             |
|----------------|--|-------------|
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end.  | 11:36:40 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. | 11:37:32 PM |
|                | as per the remote session we have change the file setting to multi user mode   | 11:55:10 PM |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 11:55:13 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.<br>Thanks!                                     | 11:55:15 PM |
|                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).   |             |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |             |
|                | <i>Shashwat Verma has ended this chat session</i>  | 11:55:18 PM |



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 Apr, 4:19:03 AM

**#75284 Catherine Croteau**

**Email:** catherine@paudio.com 17814318708

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 45 Secs

|                   |   |                   |
|-------------------|---|-------------------|
| Catherine Croteau | Hello, I am your Acebuddy   | 8 Apr, 4:19:04 AM |
| Acebuddy          | Hello Catherine, I'm your Ace Buddy. I'll be happy to assist you!   | 4:19:05 AM        |
|                   | Whom Would You Like to Connect With?  | 4:19:05 AM        |
| Catherine Croteau | Technical Support (QB & App Hosting)  | 4:19:19 AM        |
| Acebuddy          | Welcome to Ace Support.   | 4:19:19 AM        |
|                   | Please chose an option :  | 4:19:19 AM        |
| Catherine Croteau | I'd like to raise a Request   | 4:19:29 AM        |
| Acebuddy          | Please select your request type.  | 4:19:29 AM        |
| Catherine Croteau | Application Version Upgrade   | 4:19:56 AM        |
| Acebuddy          | Please select the application you would like to upgrade :   | 4:19:56 AM        |
| Catherine Croteau | Other Application   | 4:20:03 AM        |
| Acebuddy          | To begin the installation process, please download the setup file from your application portal and save it to your server desktop.                                  | 4:20:03 AM        |
|                   | Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.   | 4:20:03 AM        |
|                   | 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. | 4:20:03 AM        |
|                   | Do you need any further assistance on the topic?  | 4:20:03 AM        |
| Catherine Croteau | No  | 4:20:49 AM        |
| Acebuddy          | Thank you for contacting Ace Support. Have a nice day!  | 4:20:49 AM        |
|                   | <i>Acebuddy has ended this chat session</i>   | 4:20:49 AM        |



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Apr, 5:25:58 PM

#76002 Bhavin

Email: bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865

Department: Support(QB & App Hosting)

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** BIDADA

**State:** Gujarat

**Country:** INDIA

**Chat Transcript**

Chat Duration : 20 Mins 26 Secs

|               |  |                    |
|---------------|--|--------------------|
| Bhavin        | Hello, I am your Acebuddy  | 24 Apr, 5:25:59 PM |
| Acebuddy      | Hello Bookkeeping, I'm your Ace Buddy. I'll be happy to assist you!                                  | 5:26:00 PM         |
|               | Whom Would You Like to Connect With?   | 5:26:00 PM         |
| Bhavin        | Technical Support (QB & App Hosting)   | 5:26:29 PM         |
| Acebuddy      | Welcome to Ace Support.  | 5:26:29 PM         |
|               | Please chose an option :   | 5:26:29 PM         |
| Bhavin        | I'd like to raise a Request  | 5:26:42 PM         |
| Acebuddy      | Please select your request type.   | 5:26:42 PM         |
| Bhavin        | Setback  | 5:26:54 PM         |
| Acebuddy      | Welcome to Ace Support.  | 5:26:54 PM         |
|               | Please chose an option :   | 5:26:54 PM         |
| Bhavin        | I'd like to report an Issue  | 5:26:59 PM         |
| Acebuddy      | Please select an option!   | 5:26:59 PM         |
| Bhavin        | Other Issue  | 5:27:04 PM         |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! | 5:27:04 PM         |
| Bhavin        | Ticket no 682937   | 5:27:22 PM         |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 5:27:22 PM         |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 5:27:22 PM         |
|               | <i>Sharath Kumar accepted the chat transfer request.</i>   | 5:27:29 PM         |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. | 5:27:38 PM         |
| Bhavin        | Hi Sharath   | 5:27:43 PM         |
| Sharath Kumar | Hello, Sorry I was hoping to get reconnected on the same remote session                              | 5:27:58 PM         |
| Bhavin        | I am still facing the same error   | 5:27:59 PM         |

|               |  |            |
|---------------|--|------------|
| Sharath Kumar | Strange! but let me take remote once again to check why is this happening  | 5:28:23 PM |
| Bhavin        | Yes please   | 5:28:42 PM |
| Sharath Kumar | Prior providing the access, I would suggest you to close any important documents at your end.  | 5:28:45 PM |
|               | <a href="https://assist.acecloudhosting.com/join/3542417820">https://assist.acecloudhosting.com/join/3542417820</a>  | 5:28:55 PM |
| Bhavin        | ok   | 5:28:57 PM |
| Sharath Kumar | one more moment please!  | 5:33:35 PM |
|               | hi, could you please select yes on the pop up screen   | 5:38:15 PM |
|               | Since your account and the server both are active at the moment, you are requested to check with your IT team regarding this issue   | 5:44:48 PM |
|               | Do let them know that the remote desktop services are not running on your computer which could be a possible reason for the connection issue   | 5:45:26 PM |
|               | I will follow up with you shortly and you can let me know if any further assistance is required from us.   | 5:45:54 PM |
| Bhavin        | ok thanks  | 5:45:59 PM |
| Sharath Kumar | 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.<br>Thanks! | 5:46:13 PM |
|               | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).                 |            |
|               | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |            |
|               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 5:46:20 PM |
|               | <i>Sharath Kumar has ended this chat session</i>   | 5:46:26 PM |



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 7:48:13 PM

#75254 anewtonmanda

Email: anewton@riverviewtaxcpa.com ☎ +18136728297

**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:** RIVERVIEW

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 45 Mins 25 Secs

### Chat Transcript

|              |  |                   |
|--------------|--|-------------------|
| anewtonmanda | Hello, I am your Acebuddy  | 7 Apr, 7:48:14 PM |
| Acebuddy     | Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!  | 7:48:15 PM        |
|              | Whom Would You Like to Connect With?   | 7:48:15 PM        |
| anewtonmanda | Technical Support (QB & App Hosting)   | 7:48:23 PM        |
| Acebuddy     | Welcome to Ace Support.  | 7:48:23 PM        |
|              | Please chose an option :   | 7:48:23 PM        |
| anewtonmanda | I'd like to raise a Request  | 7:48:31 PM        |
| Acebuddy     | Please select your request type.   | 7:48:31 PM        |
| anewtonmanda | Other Request  | 7:48:44 PM        |
| Acebuddy     | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:48:44 PM        |
|              | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 7:48:44 PM        |
|              | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.                             | 8:33:39 PM        |
|              | <i>Ended due to chat idle timeout</i>  | 8:33:39 PM        |



# Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Apr, 1:07:42 AM

**#75121 Jhon paul**

**Email:** jhonybeast2@gmail.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:** SIBPUR

**State:** West Bengal

**Country:** INDIA

## Chat Transcript

Chat Duration : 35 Mins 24 Secs

|           |  |                   |
|-----------|--|-------------------|
| Jhon paul | Hello, I am your Acebuddy  | 4 Apr, 1:07:43 AM |
| Acebuddy  | Hello Jhon Paul, I'm your Ace Buddy. I'll be happy to assist you!  | 1:07:44 AM        |
|           | Whom Would You Like to Connect With?   | 1:07:44 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. | 1:43:08 AM        |
|           | <i>Ended due to chat idle timeout</i>  | 1:43:08 AM        |



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Apr, 11:25:50 PM

**#75377 Wendy Porter**

**Email:** wendyp@surfacenergysolutions.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** CALGARY

**State:** Alberta

**Country:** CANADA

## Chat Transcript

Chat Duration : 10 Mins 14 Secs

|               |   |                    |
|---------------|---|--------------------|
| Wendy Porter  | Hello, I am your Acebuddy   | 9 Apr, 11:25:52 PM |
| Acebuddy      | Hello Wendy Porter, I'm your Ace Buddy. I'll be happy to assist you!  | 11:25:52 PM        |
|               | Whom Would You Like to Connect With?  | 11:25:52 PM        |
| Wendy Porter  | Technical Support (QB & App Hosting)  | 11:25:55 PM        |
| Acebuddy      | Welcome to Ace Support.   | 11:25:55 PM        |
|               | Please chose an option :  | 11:25:55 PM        |
| Wendy Porter  | I'd like to report an Issue   | 11:26:02 PM        |
| Acebuddy      | Please select an option!  | 11:26:02 PM        |
| Wendy Porter  | Other Issue   | 11:26:07 PM        |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative!  | 11:26:07 PM        |
| Wendy Porter  | Adobe Pro needs to be uninstalled from the server and the Adobe Reader needs to be uploaded to the server....McAfee also needs to be uninstalled from the server                            | 11:27:05 PM        |
| Acebuddy      | Please wait while we connect you to a Support Representative  | 11:27:06 PM        |
|               | <i>Acebuddy (bot) forwarded the chat request</i>  | 11:27:06 PM        |
|               | <i>Anurag Sharma accepted the chat transfer request.</i>  | 11:27:16 PM        |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.  | 11:27:19 PM        |
|               | Hello Wendy   | 11:27:27 PM        |
| Wendy Porter  | Hello   | 11:30:16 PM        |
| Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 11:31:02 PM        |
|               | Are we still connected here?  | 11:33:06 PM        |
| Wendy Porter  | Username is WendyPo and server is FletcherGroup.myrealdatal.net   | 11:33:12 PM        |
| Anurag Sharma | Thanks for the confirmation !   | 11:34:09 PM        |
|               | After this chat I will send you an email. You can just revert back to that email with an approval from the primary contact. Once we will get the approval we will proceed with the request. | 11:35:11 PM        |
|               | Is there anything else I may help you with ?  | 11:35:16 PM        |
| Wendy Porter  | No  | 11:35:46 PM        |
| Anurag Sharma | Thanks for the confirmation !   | 11:35:53 PM        |
|               | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  | 11:35:59 PM        |

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

11:36:02 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!

11:36:04 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/>)

*Anurag Sharma has ended this chat session*

11:36:06 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Apr, 6:13:10 PM

**#75030 Jennifer Snyder**

**Email:** jsnyder@saratogaconstruction.net 15185870100

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** SARATOGA SPRINGS

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 42 Secs

|                 |   |                   |
|-----------------|---|-------------------|
| Jennifer Snyder | Hello, I am your Acebuddy   | 2 Apr, 6:13:12 PM |
| Acebuddy        | Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you! | 6:13:13 PM        |
|                 | Whom Would You Like to Connect With?                                    | 6:13:13 PM        |

|                 |   |            |
|-----------------|---|------------|
| Jennifer Snyder | Technical Support (QB & App Hosting)  | 6:13:29 PM |
| Acebuddy        | Welcome to Ace Support.   | 6:13:29 PM |
|                 | Please chose an option :  | 6:13:29 PM |
| Jennifer Snyder | I'd like to report an Issue   | 6:13:34 PM |
| Acebuddy        | Please select an option!  | 6:13:35 PM |
| Jennifer Snyder | QuickBooks Issue  | 6:13:38 PM |
| Acebuddy        | What type of QuickBooks Issue are you facing?   | 6:13:38 PM |
| Jennifer Snyder | Other QB related issue  | 6:13:44 PM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!                | 6:13:44 PM |
| Jennifer Snyder | It keeps printing checks wrong  | 6:14:00 PM |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 6:14:01 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 6:14:01 PM |
|                 | <i>Anjainay Singh accepted the chat transfer request.</i>   | 6:14:24 PM |
| Anjainay Singh  | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.               | 6:14:35 PM |
| Jennifer Snyder | ok  | 6:14:57 PM |
|                 | I am having a problem printing.   | 6:15:15 PM |
|                 | It keeps printing the checks wrong, center justified instead of left justified                                      | 6:15:38 PM |
| Anjainay Singh  | May I take the remote access of your server?  | 6:16:01 PM |
| Jennifer Snyder | yes   | 6:16:25 PM |
| Anjainay Singh  | <a href="https://assist.acecloudhosting.com/join/2682642749">https://assist.acecloudhosting.com/join/2682642749</a> | 6:16:34 PM |
|                 | Please copy it in server browser so that I can access your server .   | 6:17:02 PM |
| Jennifer Snyder | are you connected?  | 6:19:08 PM |
| Anjainay Singh  | We are connected to your server and we are having conversation over there.  | 6:24:13 PM |
| Jennifer Snyder | Thank you, this is all fixed  | 6:26:13 PM |
| Anjainay Singh  | Apart from this issue is there anything else I can assist you with.   | 6:26:40 PM |
| Jennifer Snyder | no, all set, thank you  | 6:28:14 PM |
| Anjainay Singh  | Please provide your positive feedback once this chat gets end .   | 6:29:39 PM |
|                 | Please click on smile emoji.  | 6:29:50 PM |
|                 | You may end this chat .   | 6:30:01 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 6:30:22 PM |
|                 | As issue is resolved so we are closing this chat.   | 6:31:59 PM |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Apr, 11:08:10 PM

**#75267 neal**

**Email:** neal@calebchemical.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 13 Secs

**City:** NEW LENOX

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 15 Secs

|          |  |                    |
|----------|--|--------------------|
| neal     | Hello, I am your Acebuddy                                    | 7 Apr, 11:08:11 PM |
| Acebuddy | Hello Neal, I'm your Ace Buddy. I'll be happy to assist you! | 11:08:12 PM        |
|          | Whom Would You Like to Connect With?                         | 11:08:12 PM        |
| neal     | Technical Support (QB & App Hosting)                         | 11:08:21 PM        |
| Acebuddy | Welcome to Ace Support.                                      | 11:08:21 PM        |
|          | Please chose an option :                                     | 11:08:21 PM        |
| neal     | I'd like to raise a Request                                  | 11:08:55 PM        |
| Acebuddy | Please select your request type.                             | 11:08:55 PM        |
| neal     | Server Resource Addition                                     | 11:09:07 PM        |
| Acebuddy | Please select the resource type you'd like to add            | 11:09:07 PM        |
| neal     | Setback  | 11:09:15 PM        |

|              |  |             |
|--------------|--|-------------|
| Acebuddy     | Please select your request type.   | 11:09:15 PM |
| neal         | Other Request  | 11:09:27 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. | 11:09:27 PM |
|              | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 11:09:27 PM |
| neal         | Yes, I'm facing issues with my server  | 11:09:37 PM |
| Acebuddy     | Please select an option!   | 11:09:37 PM |
| neal         | QuickBooks Issue   | 11:09:40 PM |
| Acebuddy     | What type of QuickBooks Issue are you facing?  | 11:09:41 PM |
| neal         | Other QB related issue   | 11:09:46 PM |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative!   | 11:09:46 PM |
| neal         | i need help login onto qb, i believe a data transfer was done to migrate information. This is my first time loggin into QB with ACE cloud hosting              | 11:10:40 PM |
| Acebuddy     | Please wait while we connect you to a Support Representative   | 11:10:40 PM |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   | 11:10:40 PM |
|              | <i>Shivam Singh accepted the chat transfer request.</i>  | 11:10:47 PM |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.  | 11:11:29 PM |
|              | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 11:11:39 PM |
| neal         | my company is caleb chemical   | 11:12:01 PM |
|              | • User: myrealdata\CC_Neal • Password: Caleb312#   | 11:12:48 PM |
|              | any way you can give me a call   | 11:13:50 PM |
| Shivam Singh | Thanks   | 11:17:10 PM |
|              | If you want i can assist you   | 11:17:48 PM |
|              | However, if you want a call, it could take some time.  | 11:18:08 PM |
| neal         | please call need to resolve this issue quick   | 11:20:22 PM |
| Shivam Singh | Okay, we are scheduling this for Callback  | 11:21:26 PM |
|              | Could you please share your best callback number.  | 11:21:39 PM |
|              | Are we still connected here?   | 11:24:40 PM |
| neal         | 8155792917   | 11:25:09 PM |
| Shivam Singh | Thanks for the confirmation.   | 11:28:37 PM |
|              | Is there anything else I may help you with ?   | 11:28:44 PM |
|              | Are we still connected here?   | 11:30:31 PM |
| neal         |  |             |

11:32:36 PM

no

Shivam Singh

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.

11:33:20 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!

11:33:23 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/>)

*Shivam Singh has ended this chat session*

11:33:27 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 1:33:56 AM

#76053 admin

Email: admin@maxwellproductioneqpt.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 30 Secs

admin

Hello, I am your Acebuddy

25 Apr, 1:33:57 AM

|                 |  |            |
|-----------------|--|------------|
| Acebuddy        | Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!  | 1:33:57 AM |
|                 | Whom Would You Like to Connect With?   | 1:33:57 AM |
| admin           | 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 |
| admin           | I'd like to report an Issue  | 1:34:12 AM |
| Acebuddy        | Please select an option!   | 1:34:12 AM |
| admin           | QuickBooks Issue   | 1:34:18 AM |
| Acebuddy        | What type of QuickBooks Issue are you facing?  | 1:34:18 AM |
| admin           | QuickBooks Update  | 1:34:23 AM |
| 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. | 1:34:23 AM |
|                 | 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.        | 1:34:23 AM |
|                 | Do you need any further assistance on the topic?   | 1:34:23 AM |
| admin           | Yes  | 1:34:34 AM |
| Acebuddy        | Please wait while we connect you to our Support Representative   | 1:34:34 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:34:34 AM |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>   | 1:34:56 AM |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.   | 1:35:01 AM |
|                 | Hello Admin, how are you doing today ?   | 1:35:12 AM |
| admin           | Hello Rohan  | 1:35:12 AM |
|                 | doing OK.  | 1:35:23 AM |
|                 | need your help about a problem.  | 1:35:32 AM |
| Rohan Prajapati | That's Great   | 1:35:56 AM |
|                 | I will surely try to help you with this same.  | 1:36:10 AM |
|                 | Please confirm your server name "GulfPetro.myreldata.net" ?  | 1:36:40 AM |
| admin           | Quickbooks agent tried to help me update my QB into the newest version. But it always reports failure. QB agent thought this is related to my access on this remote computer which prohibit me from installing the upgrade.                          | 1:36:45 AM |
| Rohan Prajapati | Thank you for all the information  | 1:38:06 AM |
|                 | May I take the remote access of your server?   | 1:38:16 AM |

|                 |  |            |
|-----------------|--|------------|
| admin           | sure   | 1:38:21 AM |
| Rohan Prajapati | Please confirm this  | 1:38:59 AM |
| admin           | confirm  | 1:39:31 AM |
| Rohan Prajapati | May I know the username through which you are logged in on the server ?  | 1:40:06 AM |
|                 | Prior providing the access, I would suggest you to close any important documents at your end.  | 1:40:50 AM |
| admin           | GPS_Houston  | 1:41:00 AM |
| Rohan Prajapati | Please accept the request on your server screen (Edited)   | 1:41:27 AM |
| admin           | accept. but how?   | 1:41:55 AM |
| Rohan Prajapati | Just click on Yes once you see the prompt on your server screen  | 1:42:22 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. | 1:42:28 AM |
| admin           | call me at 8327100833 to save time   | 1:43:24 AM |
| Rohan Prajapati | Is there anything else I may help you with ?   | 1:53:09 AM |
| admin           | Pls schedule the update of QB tonight. I have installed the newest version of QB, but according to QB agent, need to install the updates to solve the report issue that QB has.  | 1:53:58 AM |
| Rohan Prajapati | Sure, we will update you via email once done.  | 1:53:59 AM |
|                 | Is there anything else I may help you with ?   | 1:54:04 AM |
| admin           | That's it. Thank you very much.  | 1:54:21 AM |
| Rohan Prajapati | Thanks for the confirmation !  | 1:54:22 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 1:54:23 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!  | 1:54:25 AM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).   |            |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |            |
|                 | <i>Rohan Prajapati has ended this chat session</i>   | 1:54:27 AM |



# Chat Transcript

I am unable to access / login to remote desktop

## Visitor Details

9 Apr, 1:53:08 AM

#75328 nicole.herlihy

Email: nicole.herlihy@montesanogroup.com ☎ 8054553840

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 26 Secs

|                 |  |                   |
|-----------------|--|-------------------|
| nicole.herlihy  | I am unable to access / login to remote desktop  | 9 Apr, 1:53:09 AM |
| Siddhant        | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.                    | 1:53:13 AM        |
| nicole.herlihy  | Thank you  | 1:54:12 AM        |
|                 | <i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>                             | 1:54:12 AM        |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>   | 1:55:00 AM        |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. | 1:55:05 AM        |
| nicole.herlihy  | Thank you  | 1:55:12 AM        |
| Rohan Prajapati | Hello Nicole, how are you doing today ?  | 1:55:26 AM        |
|                 | May i know what error you are getting while accessing the server ?                                     | 1:56:38 AM        |
|                 | Are we still connected here?   | 1:59:16 AM        |
| nicole.herlihy  | Yes  | 1:59:16 AM        |
|                 | Nevermind it just allowed me to login  | 1:59:54 AM        |
|                 | I'm sorry  | 2:00:01 AM        |
| Rohan Prajapati | That's Great   | 2:00:03 AM        |
|                 | Is there anything else I may help you with ?   | 2:00:05 AM        |

|                 |   |            |
|-----------------|---|------------|
| nicole.herlihy  | Thank you for your time   | 2:00:06 AM |
|                 | No thank you  | 2:00:11 AM |
| Rohan Prajapati | Thanks for the confirmation !   | 2:00:29 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 2:00:31 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!   | 2:00:33 AM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).      |            |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |            |
|                 | <i>Rohan Prajapati has ended this chat session</i>  | 2:00:39 AM |



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Apr, 5:29:33 AM

**#75458 Dinesh**

**Email:** taxservices@ctaxllc.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** ROUND ROCK

**State:** Texas

**Country:** UNITED STATES

Chat Transcript Chat Duration : 14 Mins 23 Secs

|               |  |                    |
|---------------|--|--------------------|
| Dinesh        | Hello, I am your Acebuddy  | 11 Apr, 5:29:34 AM |
| Acebuddy      | Hello Dinesh, I'm your Ace Buddy. I'll be happy to assist you!   | 5:29:35 AM         |
|               | Whom Would You Like to Connect With?   | 5:29:35 AM         |
| Dinesh        | Technical Support (QB & App Hosting)   | 5:30:20 AM         |
| Acebuddy      | Welcome to Ace Support.  | 5:30:20 AM         |
|               | Please chose an option :   | 5:30:20 AM         |
| Dinesh        | I'd like to raise a Request  | 5:30:33 AM         |
| Acebuddy      | Please select your request type.   | 5:30:33 AM         |
| Dinesh        | Other Request  | 5:30:40 AM         |
| Acebuddy      | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 5:30:40 AM         |
|               | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 5:30:40 AM         |
| Dinesh        | Yes, I'm facing issues with my server  | 5:32:52 AM         |
| Acebuddy      | Please select an option!   | 5:32:52 AM         |
| Dinesh        | Other Issue  | 5:32:57 AM         |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative!   | 5:32:57 AM         |
| Dinesh        | Ticket number 676307   | 5:33:31 AM         |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 5:33:32 AM         |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 5:33:32 AM         |
|               | <i>Anurag Sharma accepted the chat transfer request.</i>   | 5:33:45 AM         |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.   | 5:33:49 AM         |
|               | Hello Dinesh   | 5:33:53 AM         |
| Dinesh        | hello  | 5:34:12 AM         |
|               | Ticket number 676307 please check this ticket number   | 5:34:29 AM         |
| Anurag Sharma | Okay   | 5:34:39 AM         |
|               | May I take the remote access of your local computer?   | 5:34:42 AM         |
|               | Are we still connected here?   | 5:36:17 AM         |
| Dinesh        | yes  | 5:37:18 AM         |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end.  | 5:37:27 AM         |
| Dinesh        | its fine now   | 5:37:38 AM         |
| Anurag Sharma | <a href="https://assist.acecloudhosting.com/join/9352381578">https://assist.acecloudhosting.com/join/9352381578</a>  | 5:38:05 AM         |
|               | Kindly paste this link in the browser of local computer and join the session.  | 5:38:10 AM         |

Are you able to connect?

5:39:51 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.

5:41:16 AM

The issue seems to be resolved.

5:42:56 AM

Is there anything else I may help you with ?

5:42:59 AM

Are we still connected here?

5:43:28 AM

Are we still connected here?

5:43:50 AM

Are we still connected here?

5:43:52 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.

5:43:54 AM

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

5:43:56 AM

*Anurag Sharma has ended this chat session*

5:43:58 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Apr, 12:23:39 PM

**#75293 Laksh**

**Email:** laksh@taxbyby.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:** NALLARALLAPALLI

**State:** Andhra Pradesh

**Country:** INDIA

### Chat Transcript

Chat Duration : 3 Mins 8 Secs

Laksh

Hello, I am your Acebuddy

8 Apr, 12:23:40 PM

|          |   |             |
|----------|---|-------------|
| Acebuddy | Hello Laksh, I'm your Ace Buddy. I'll be happy to assist you! | 12:24:10 PM |
|          | Whom Would You Like to Connect With?                          | 12:24:10 PM |
| Laksh    | Technical Support (QB & App Hosting)                          | 12:24:14 PM |
| Acebuddy | Welcome to Ace Support.                                       | 12:24:27 PM |
|          | Please chose an option :                                      | 12:24:27 PM |

*Laksh has ended this chat session*

12:27:18 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Apr, 3:22:08 AM

**#75711 Jason Barth**

**Email:** jason@integritybp.com 12144559672

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** PROSPER

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 29 Mins 27 Secs

|             |   |                    |
|-------------|---|--------------------|
| Jason Barth | Hello, I am your Acebuddy   | 17 Apr, 3:22:09 AM |
| Acebuddy    | Hello Jason Barth, I'm your Ace Buddy. I'll be happy to assist you! | 3:22:09 AM         |
|             | Whom Would You Like to Connect With?                                | 3:22:09 AM         |
| Jason Barth | Technical Support (QB & App Hosting)                                | 3:22:13 AM         |
| Acebuddy    | Welcome to Ace Support.   | 3:22:13 AM         |
|             | Please chose an option :  | 3:22:13 AM         |

|                 |  |            |
|-----------------|--|------------|
| Jason Barth     | I'd like to report an Issue  | 3:22:32 AM |
| Acebuddy        | Please select an option!   | 3:22:32 AM |
| Jason Barth     | Other Issue  | 3:22:40 AM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 3:22:40 AM |
| Jason Barth     | Spreadsheet recovery   | 3:23:03 AM |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 3:23:04 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 3:23:04 AM |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>   | 3:23:09 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.   | 3:23:25 AM |
| Jason Barth     | There is an excel spreadsheet on our server that was accidentally saved over today. Are you able to send me the copy from yesterday that was backed up so I can compare it to today and make the necessary changes.        | 3:25:08 AM |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 3:26:07 AM |
| Jason Barth     | IntegrityBP and JasonBa  | 3:30:44 AM |
| Ashutosh Mishra | Thanks for the confirmation !  | 3:32:03 AM |
|                 | Please inform where you have saved the excel spreadsheet.  | 3:33:58 AM |
| Jason Barth     | The spreadsheet is called "Lash Lounge Clients". How will you send it to me? OR will it populate on the server? I want to make sure it does not replace the current version as we need to compare it to the recovered one. | 3:35:14 AM |
| Ashutosh Mishra | You can let me know where you save the excel sheets, i will recover the older version and save it on your desktop.   | 3:35:36 AM |
| Jason Barth     | The correct version is saved in the folder "Clients". Saving to me desktop should be fine. I can move it to another folder so my staff can access it correct?  | 3:37:53 AM |
| Ashutosh Mishra | May I take the remote access of your server? This way you can show me where the excel sheet is saved.  | 3:38:29 AM |
| Jason Barth     | yes  | 3:39:13 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end.  | 3:39:36 AM |
| Jason Barth     | DOne   | 3:39:49 AM |
| Ashutosh Mishra | I am sending message on server please accept that.   | 3:39:59 AM |
| Jason Barth     | DOne   | 3:41:12 AM |
| Ashutosh Mishra | Please show me where the file is saved.  | 3:41:23 AM |
|                 | I have saved the yesterday's version on your desktop.  | 3:46:39 AM |
|                 | Are we still connected here?   | 3:50:12 AM |
| Jason Barth     | Yes we are. I was wathcing you on teh server   | 3:50:28 AM |

|                 |  |            |
|-----------------|--|------------|
|                 | Ok let me open yeseterday  | 3:50:40 AM |
| Ashutosh Mishra | Yes, it seems i am unable to type on the remote session.   | 3:50:47 AM |
|                 | Just wanted to let you know that i have saved the file on your desktop.  | 3:51:03 AM |
|                 | Is there anything else I may help you with ?   | 3:51:11 AM |
| Jason Barth     | That is all. TY.   | 3:51:19 AM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 3:51:27 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 3:51:33 AM |
|                 | <i>Ashutosh Mishra has ended this chat session</i>   | 3:51:36 AM |



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Apr, 5:43:29 PM

**#76003 paul henriquez**

**Email:** paul.henriquez@firgospaper.com 1 72117215208853

**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:** PHILIPSBURG

**State:** Sint Maarten

**Country:** SINT MAARTEN

### Chat Transcript

Chat Duration : 1 Min 10 Secs

|                |  |                    |
|----------------|--|--------------------|
| paul henriquez | Hello, I am your Acebuddy  | 24 Apr, 5:43:30 PM |
| Acebuddy       | Hello Paul.henriquez, I'm your Ace Buddy. I'll be happy to assist you! | 5:43:31 PM         |
|                | Whom Would You Like to Connect With?                                   | 5:43:31 PM         |
| paul henriquez | Technical Support (QB & App Hosting)                                   | 5:43:36 PM         |

|                |   |            |
|----------------|---|------------|
| Acebuddy       | Welcome to Ace Support.   | 5:43:36 PM |
|                | Please chose an option :  | 5:43:36 PM |
| paul henriquez | I'd like to report an Issue   | 5:43:46 PM |
| Acebuddy       | Please select an option!  | 5:43:46 PM |
| paul henriquez | QuickBooks Issue  | 5:43:51 PM |
| Acebuddy       | What type of QuickBooks Issue are you facing?   | 5:43:51 PM |
| paul henriquez | QuickBooks Update   | 5:43:59 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.<br><br>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. | 5:43:59 PM |
|                | Do you need any further assistance on the topic?  | 5:43:59 PM |
| paul henriquez | No  | 5:44:41 PM |
| Acebuddy       | Thank you for contacting Ace Support. Have a nice day!  | 5:44:41 PM |
|                | <i>Acebuddy has ended this chat session</i>   | 5:44:41 PM |



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Apr, 6:56:53 PM

**#75095 Farzin Satari**

**Email:** fsatari@ipacketnet.com (214) 989-3532

**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:** 22 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 50 Secs

|                 |  |                   |
|-----------------|--|-------------------|
| Farzin Satari   | Hello, I am your Acebuddy  | 3 Apr, 6:56:54 PM |
| Acebuddy        | Hello Farzin Satari, I'm your Ace Buddy. I'll be happy to assist you!  | 6:56:55 PM        |
|                 | Whom Would You Like to Connect With?   | 6:56:55 PM        |
| Farzin Satari   | Technical Support (QB & App Hosting)   | 6:57:07 PM        |
| Acebuddy        | Welcome to Ace Support.  | 6:57:07 PM        |
|                 | Please chose an option :   | 6:57:07 PM        |
| Farzin Satari   | I'd like to report an Issue  | 6:57:17 PM        |
| Acebuddy        | Please select an option!   | 6:57:17 PM        |
| Farzin Satari   | QuickBooks Issue   | 6:57:31 PM        |
| Acebuddy        | What type of QuickBooks Issue are you facing?  | 6:57:31 PM        |
| Farzin Satari   | QuickBooks Login Issue   | 6:57:42 PM        |
| Acebuddy        | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 6:57:42 PM        |
|                 | Was that helpful?  | 6:57:42 PM        |
| Farzin Satari   | No   | 6:57:51 PM        |
| Acebuddy        | No issues, please wait while I connect you to one our support engineers who'd assist you further.                                      | 6:57:51 PM        |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 6:57:51 PM        |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>   | 6:57:56 PM        |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.                                 | 6:58:02 PM        |
|                 | Hello Farzin, How are you doing today ?  | 6:58:12 PM        |
| Farzin Satari   | Ref: Ticket # 672148   | 6:58:17 PM        |
| Rohan Prajapati | Thank you for Providing the Ticket Number  | 6:58:58 PM        |
|                 | Kindly allow me 5-6 minutes to check the same.   | 6:59:04 PM        |
| Farzin Satari   | Doing well thank you and hope you are too.   | 6:59:17 PM        |
| Rohan Prajapati | That's Great. I'm good too.  | 7:00:47 PM        |
|                 | May I take the remote access of your server?   | 7:01:50 PM        |
| Farzin Satari   | sure   | 7:02:04 PM        |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end.  | 7:02:15 PM        |
| Farzin Satari   | Done.  | 7:02:41 PM        |

|                 |  |            |
|-----------------|--|------------|
| Rohan Prajapati | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 7:02:41 PM |
|                 | Please log off from the server and login back (Edited)   | 7:04:27 PM |
|                 | Please check now and let me know the status  | 7:05:49 PM |
| Farzin Satari   | I was able to login .  | 7:06:31 PM |
| Rohan Prajapati | Are you still facing the same issue ?  | 7:06:35 PM |
| Farzin Satari   | No, you resolved that issue. Thank you.  | 7:07:12 PM |
| Rohan Prajapati | Thanks for the confirmation !  | 7:07:16 PM |
|                 | Is there anything else I may help you with ?   | 7:07:17 PM |
| Farzin Satari   | Please wait until I check one more step to see if the issue that i had yesterday is resolved or not...   | 7:07:56 PM |
| Rohan Prajapati | Sure take your time  | 7:07:59 PM |
| Farzin Satari   | The issue is NOT resolved. Please assist in fixing it  | 7:08:55 PM |
|                 | Please remote in to see the issue  | 7:09:41 PM |
| Rohan Prajapati | May i know the reason why you are not using the QB Ent 2024 ?  | 7:09:59 PM |
|                 | Currenly, you are logged in QB Ent 2022  | 7:10:22 PM |
|                 | Are you there ??   | 7:10:44 PM |
| Farzin Satari   | Do I have an icon on my desktop for QB 2024?   | 7:11:11 PM |
| Rohan Prajapati | Yes you have on your Desktop   | 7:11:30 PM |
|                 | Note: Once you have upgraded your current file to QB 2024 then you won't be able to revert back the changes.   | 7:12:25 PM |
|                 | Please try again   | 7:13:11 PM |
|                 | Please login with admin credentials  | 7:13:46 PM |
| Farzin Satari   | How do I get to the login screen again?  | 7:14:25 PM |
| Rohan Prajapati | Can you see now ? (Edited)   | 7:14:58 PM |
| Farzin Satari   | I do not   | 7:15:46 PM |
| Rohan Prajapati | Got it now ?   | 7:16:46 PM |
| Farzin Satari   | Yes. Please update it  | 7:17:09 PM |
| Rohan Prajapati | You can do it yourself   | 7:17:13 PM |
| Farzin Satari   | Thank you  | 7:17:27 PM |
| Rohan Prajapati | Is there anything else I may help you with ?   | 7:17:28 PM |
| Farzin Satari   | No. You were VERY VERY helpful. Thank you  | 7:18:02 PM |
| Rohan Prajapati | Thanks for the confirmation !  | 7:18:03 PM |

Farzin, once the file is upgraded to QB 2024, you won't receive that prompt again.

7:18:51 PM

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

7:19:41 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!

7:19:43 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/>)

*Rohan Prajapati has ended this chat session*

7:19:45 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Apr, 7:17:23 AM

### #75614 Robert Zeigen

**Email:** rzeigen@szcpa.tax 15613920620

**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:** 15 Secs

**City:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 3 Secs

Robert Zeigen

Hello, I am your Acebuddy

15 Apr, 7:17:24 AM

Acebuddy

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

7:17:25 AM

|                 |  |            |
|-----------------|--|------------|
|                 | Whom Would You Like to Connect With?   | 7:17:25 AM |
| Robert Zeigen   | Technical Support (QB & App Hosting)   | 7:17:28 AM |
| Acebuddy        | Welcome to Ace Support.  | 7:17:28 AM |
|                 | Please chose an option :   | 7:17:28 AM |
| Robert Zeigen   | I'd like to raise a Request  | 7:17:32 AM |
| Acebuddy        | Please select your request type.   | 7:17:32 AM |
| Robert Zeigen   | Restart  | 7:17:44 AM |
| Acebuddy        | Hello Rzeigen, I'm your Ace Buddy. I'll be happy to assist you!  | 7:17:44 AM |
|                 | Whom Would You Like to Connect With?   | 7:17:44 AM |
| Robert Zeigen   | Technical Support (QB & App Hosting)   | 7:18:04 AM |
| Acebuddy        | Welcome to Ace Support.  | 7:18:04 AM |
|                 | Please chose an option :   | 7:18:04 AM |
| Robert Zeigen   | I'd like to report an Issue  | 7:18:08 AM |
| Acebuddy        | Please select an option!   | 7:18:08 AM |
| Robert Zeigen   | Other Issue  | 7:18:12 AM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 7:18:12 AM |
| Robert Zeigen   | Ultra tax immediately logs me out after logging in   | 7:18:25 AM |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 7:18:26 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 7:18:26 AM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 7:18:30 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 7:18:36 AM |
| Robert Zeigen   | Hello again.   | 7:19:05 AM |
|                 | The server reboot did not help   | 7:19:19 AM |
| Shubham Kataria | No worries. I will surely assist you on this.  | 7:19:39 AM |
|                 | May I take the remote access of your server?   | 7:19:42 AM |
| Robert Zeigen   | yes  | 7:20:05 AM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end.  | 7:20:13 AM |
| Robert Zeigen   | Maybe I should clear the browser cache   | 7:20:45 AM |
| Shubham Kataria | Let me check it  | 7:21:00 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. | 7:22:10 AM |

Thank you for your patience. 7:31:47 AM

As discussed during our remote session, we changed the default browser, but you're still being signed out of your UltraTax login session. This issue need to check with application support. 7:33:22 AM

Are we still connected here? 7:34:23 AM

Are we still connected here? 7:35:54 AM

As you're disconnected from the chat, hence 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. 7:36:25 AM

*Shubham Kataria has ended this chat session* 7:36:28 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 5 Apr, 12:19:12 AM

**#75178 Seokgu Moon**

**Email:** mark.moon@lekpartners.com **Phone:** 17143862353

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** COSTA MESA

**State:** California

**Country:** UNITED STATES

Chat Transcript Chat Duration : 15 Mins 29 Secs

|             |  |                    |
|-------------|--|--------------------|
| Seokgu Moon | Hello, I am your Acebuddy                                    | 5 Apr, 12:19:13 AM |
| Acebuddy    | Hello Mark, I'm your Ace Buddy. I'll be happy to assist you! | 12:19:14 AM        |
|             | Whom Would You Like to Connect With?                         | 12:19:14 AM        |
| Seokgu Moon | Technical Support (QB & App Hosting)                         | 12:19:47 AM        |
| Acebuddy    |  |                    |

|                |   |             |
|----------------|---|-------------|
|                | Welcome to Ace Support.   | 12:19:47 AM |
|                | Please chose an option :  | 12:19:47 AM |
| Seokgu Moon    | I'd like to report an Issue   | 12:19:55 AM |
| Acebuddy       | Please select an option!  | 12:19:55 AM |
| Seokgu Moon    | Other Issue   | 12:20:01 AM |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  | 12:20:01 AM |
| Seokgu Moon    | The system is very slow. Almost not workable.   | 12:20:18 AM |
| Acebuddy       | Please wait while we connect you to a Support Representative  | 12:20:19 AM |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 12:20:19 AM |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>   | 12:20:38 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 12:20:43 AM |
|                | Hello Mark  | 12:20:46 AM |
|                | I will surely help you with this issue.   | 12:20:57 AM |
|                | Kindly allow me two minutes to check the same.  | 12:21:03 AM |
|                | Does the slowness issue faced by you or faced by other user too?                                      | 12:23:47 AM |
| Seokgu Moon    | me and my staff   | 12:24:24 AM |
| Shashwat Verma | Okay  | 12:24:30 AM |
|                | As of now your server resources are working fine, let me check some checkpoints on your local pc.     | 12:26:00 AM |
|                | May I take the remote access of your local computer?  | 12:26:04 AM |
| Seokgu Moon    | let me restart my com and get back to you.  | 12:27:12 AM |
| Shashwat Verma | Okay.   | 12:27:22 AM |
|                | Are we still connected here?  | 12:30:50 AM |
|                | Are we still connected here?  | 12:32:10 AM |
|                | Cx came on new chat.  | 12:34:38 AM |
|                | <i>Shashwat Verma has ended this chat session</i>   | 12:34:42 AM |



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 9:33:35 PM

#76388 Jennifer Farmer

Email: farmeritavillefarms@gmail.com ☎ +16128399015

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: ST PAUL

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 23 Secs

|                 |   |                    |
|-----------------|---|--------------------|
| Jennifer Farmer | Hello, I am your Acebuddy   | 30 Apr, 9:33:36 PM |
| Acebuddy        | Hello Jennifer Farmer, I'm your Ace Buddy. I'll be happy to assist you!   | 9:33:37 PM         |
|                 | Whom Would You Like to Connect With?  | 9:33:37 PM         |
| Jennifer Farmer | Technical Support (QB & App Hosting)  | 9:34:08 PM         |
| Acebuddy        | Welcome to Ace Support.   | 9:34:08 PM         |
|                 | Please chose an option :  | 9:34:08 PM         |
|                 | As we haven't got any response from your end, We are closing this chat. If you still need assistance,<br>Kindly re-initiate the chat. | 10:08:59 PM        |
|                 | <i>Ended due to chat idle timeout</i>   | 10:08:59 PM        |



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 4:37:10 PM

#74970 srinivas

**Email:** srinivas@taxgeeks.com  2252847776

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 17 Mins 1 Sec

### Chat Transcript

|               |  |                   |
|---------------|--|-------------------|
| srinivas      | Hello, I am your Acebuddy  | 1 Apr, 4:37:11 PM |
| Acebuddy      | Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!                                     | 4:37:12 PM        |
|               | Whom Would You Like to Connect With?   | 4:37:12 PM        |
| srinivas      | Technical Support (QB & App Hosting)   | 4:37:15 PM        |
| Acebuddy      | Welcome to Ace Support.  | 4:37:17 PM        |
|               | Please chose an option :   | 4:37:17 PM        |
| srinivas      | I'd like to report an Issue  | 4:37:19 PM        |
| Acebuddy      | Please select an option!   | 4:37:20 PM        |
| srinivas      | Other Issue  | 4:37:23 PM        |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! | 4:37:23 PM        |
| srinivas      | server status  | 4:37:34 PM        |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 4:37:34 PM        |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 4:37:34 PM        |
|               | <i>Sharath Kumar accepted the chat transfer request.</i>   | 4:37:39 PM        |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. | 4:37:44 PM        |
|               | Hi Srinivas, could you please let me know more about your issue                                      | 4:38:09 PM        |
| srinivas      | Re: [## 659757 ##]   | 4:38:13 PM        |
|               | ticket   | 4:38:18 PM        |
|               | what is the status   | 4:38:22 PM        |
| Sharath Kumar | Thank you, that was helpful. Let me quickly check whats the update on this                           | 4:38:43 PM        |
| srinivas      | ok   | 4:39:17 PM        |
|               | if all the files are moved I have to let my team know to use the new server                          | 4:39:42 PM        |

|               |  |            |
|---------------|--|------------|
| Sharath Kumar | Thank you for your patience. The backup has been moved, however the data is still being extracted on the new server                                | 4:40:58 PM |
| srinivas      | what does that mean  | 4:41:59 PM |
| Sharath Kumar | the data is still copying to the new server  | 4:43:08 PM |
| srinivas      | from c drive ?   | 4:45:27 PM |
|               | how much time more?  | 4:45:39 PM |
|               | when did you start copying?  | 4:45:49 PM |
| Sharath Kumar | Yes! from C drive. ETA - 1 hour<br>we started copying the file 7-8 hours ago   | 4:46:51 PM |
| srinivas      | ok   | 4:47:38 PM |
|               | I will let my team to wait for one hour  | 4:47:54 PM |
| Sharath Kumar | it was first moved to the new server in a zip file and then we started the extraction almost 2 hours ago   | 4:48:03 PM |
| srinivas      | also can you create the users on the new server and move all the desktop settings from the old server to new server                                | 4:48:29 PM |
| Sharath Kumar | sure, I will keep you informed via email as soon as the files are unzipped and ready for access on the new server                                  | 4:48:34 PM |
| srinivas      | the current server - proseries is crashing badly   | 4:49:16 PM |
| Sharath Kumar | Could you confirm are you referring to the user data? it should be available in the C drive that we have moved, I will confirm that too in a while | 4:50:21 PM |
| srinivas      | ok   | 4:50:36 PM |
|               | I also need the RDP files for all users and password links so that I can ask them to start using the new server                                    | 4:50:55 PM |
|               | please make this as top priority   | 4:51:06 PM |
| Sharath Kumar | absolutely! I will get this done as soon as I can and will provide you with the RDPs as well   | 4:52:24 PM |
| srinivas      | ok will be availabel on email  | 4:52:38 PM |
| Sharath Kumar | Anything else that I may assist you with, in the meantime?   | 4:52:45 PM |
| srinivas      | you can call me at 9729535160  | 4:52:48 PM |
|               | also   | 4:52:57 PM |
|               | thanks   | 4:53:00 PM |
|               | bye  | 4:53:01 PM |
| Sharath Kumar | alright, Sir! I wish you have a good day ahead   | 4:54:09 PM |
|               | <i>srinivas has ended this chat session</i>  | 4:54:12 PM |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Apr, 3:43:38 AM

**#76062 Craig Lewis**

**Email:** craig@wpvc.org 14076005197

**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:** NEW SMYRNA BEACH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 28 Secs

|             |  |                    |
|-------------|--|--------------------|
| Craig Lewis | Hello, I am your Acebuddy  | 25 Apr, 3:43:38 AM |
| Acebuddy    | Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!  | 3:43:39 AM         |
|             | Whom Would You Like to Connect With?   | 3:43:39 AM         |
| Craig Lewis | Technical Support (QB & App Hosting)   | 3:43:46 AM         |
| Acebuddy    | Welcome to Ace Support.  | 3:43:46 AM         |
|             | Please chose an option :   | 3:43:46 AM         |
| Craig Lewis | I'd like to raise a Request  | 3:43:57 AM         |
| Acebuddy    | Please select your request type.   | 3:43:57 AM         |
| Craig Lewis | Other Request  | 3:44:08 AM         |
| Acebuddy    | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 3:44:08 AM         |
|             | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 3:44:08 AM         |
| Craig Lewis | No, That'll be all!  | 3:45:06 AM         |
| Acebuddy    | Thank you for contacting Ace Support, Have a nice day!   | 3:45:07 AM         |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Apr, 6:43:54 PM

### #75418 Valentine Orock

**Email:** vorock@vomaccountingservices.com 13022200152

**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:** 23 Secs

**City:** MIDDLETOWN

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 49 Secs

|                 |   |                    |
|-----------------|---|--------------------|
| Valentine Orock | Hello, I am your Acebuddy   | 10 Apr, 6:43:55 PM |
| Acebuddy        | Hello Valentine M Orock, I'm your Ace Buddy. I'll be happy to assist you! | 6:43:56 PM         |
|                 | Whom Would You Like to Connect With?                                      | 6:43:56 PM         |
| Valentine Orock | Technical Support (QB & App Hosting)                                      | 6:44:00 PM         |
| Acebuddy        | Welcome to Ace Support.   | 6:44:00 PM         |
|                 | Please chose an option :  | 6:44:00 PM         |
| Valentine Orock | I'd like to report an Issue   | 6:44:09 PM         |
| Acebuddy        | Please select an option!  | 6:44:09 PM         |
| Valentine Orock | QuickBooks Issue  | 6:44:12 PM         |
| Acebuddy        | What type of QuickBooks Issue are you facing?                             | 6:44:12 PM         |
| Valentine Orock | Other QB related issue  | 6:44:23 PM         |

|                 |  |            |
|-----------------|--|------------|
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 6:44:23 PM |
| Valentine Orock | System keep giving me an error message.  | 6:45:02 PM |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 6:45:02 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 6:45:03 PM |
|                 | <i>Sanyam Madan declined the transfer request.</i>   | 6:45:19 PM |
|                 | <i>Shashwat Verma accepted the chat transfer request.</i>  | 6:45:34 PM |
| Shashwat Verma  | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.  | 6:45:37 PM |
|                 | Hello  | 6:45:41 PM |
| Valentine Orock | I am trying to enter payroll history of a client and I keep getting error messages since last night.   | 6:46:34 PM |
| Shashwat Verma  | I will surely help you with this issue.  | 6:46:44 PM |
|                 | Could you please show me that error screenshot?  | 6:46:59 PM |
| Valentine Orock | How do I show you the error? or what do you mean show you the error?   | 6:47:49 PM |
|                 | Can you see my screen?   | 6:48:01 PM |
| Shashwat Verma  | Okay let me remote in.   | 6:48:26 PM |
|                 | May I take the remote access of your local computer?   | 6:48:30 PM |
| Valentine Orock | I am using a computer and I don't know how I will share a screenshot with u  | 6:48:40 PM |
| Shashwat Verma  | No problem, let me have your screen access.  | 6:49:25 PM |
|                 | Prior providing the access, I would suggest you to close any important documents at your end.  | 6:49:51 PM |
|                 | <a href="https://assist.acecloudhosting.com/join/1992721864">https://assist.acecloudhosting.com/join/1992721864</a>  | 6:49:58 PM |
|                 | Kindly Click on the link and open the downloaded file.   | 6:50:01 PM |
|                 | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:53:17 PM |
|                 | As per the remote session, we'll repair the file and keep you updated.   | 7:09:38 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 7:09:40 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.<br>Thanks!                                     | 7:09:42 PM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).   |            |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |            |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Apr, 12:00:03 AM

### #75587 Michelle Volpe Greene

**Email:** michelle.volpe@acecloudhosting.com 4124183117

**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:** OAKDALE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 2 Secs

|                       |  |                     |
|-----------------------|--|---------------------|
| Michelle Volpe Greene | Hello, I am your Acebuddy  | 15 Apr, 12:00:04 AM |
| Acebuddy              | Hello Michelle Volpe Greene, I'm your Ace Buddy. I'll be happy to assist you!  | 12:00:05 AM         |
|                       | Whom Would You Like to Connect With?   | 12:00:05 AM         |
| Michelle Volpe Greene | Technical Support (QB & App Hosting)   | 12:00:14 AM         |
| Acebuddy              | Welcome to Ace Support.  | 12:00:14 AM         |
|                       | Please chose an option :   | 12:00:14 AM         |
| Michelle Volpe Greene | I'd like to raise a Request  | 12:00:23 AM         |
| Acebuddy              | Please select your request type.   | 12:00:23 AM         |
| Michelle Volpe Greene | Other Request  | 12:00:32 AM         |
| Acebuddy              | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 12:00:32 AM         |

If you are facing any issue/problem with your server, Please select the appropriate option below :

12:00:32 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.

12:40:06 AM

*Ended due to chat idle timeout*

12:40:06 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Apr, 2:44:10 AM

**#76198 Alison Minden**

**Email:** ali@businessresultsinc.net

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** LAFAYETTE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 10 Mins 24 Secs

Alison Minden Hello, I am your Acebuddy 28 Apr, 2:44:12 AM

Acebuddy Hello Alison Minden, I'm your Ace Buddy. I'll be happy to assist you! 2:44:13 AM

Whom Would You Like to Connect With? 2:44:13 AM

Alison Minden Technical Support (QB & App Hosting) 2:44:25 AM

Acebuddy Welcome to Ace Support. 2:44:26 AM

Please chose an option : 2:44:26 AM

Alison Minden I'd like to report an Issue 2:44:30 AM

Acebuddy Please select an option! 2:44:30 AM

|                 |   |            |
|-----------------|---|------------|
| Alison Minden   | Password Reset  | 2:44:40 AM |
| Acebuddy        | Please select an option below   | 2:44:40 AM |
| Alison Minden   | Already Enrolled to Selfcare Portal   | 2:44:47 AM |
| Acebuddy        | Please follow the process mentioned in the link below inorder to reset your server password.  | 2:44:47 AM |
|                 | Do you need any further assistance on the topic?  | 2:44:47 AM |
| Alison Minden   | Yes   | 2:44:50 AM |
| Acebuddy        | Please wait while we connect you to our Support Representative  | 2:44:51 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 2:44:51 AM |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>  | 2:44:58 AM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.  | 2:45:13 AM |
| Alison Minden   | I cannot log in to the server and tried to re-set my password via the selfcare portal and receive an error message:   | 2:45:28 AM |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 2:45:48 AM |
|                 | <i>2:45:51 AM Alison Minden is sharing a file with you<br/><u>1_image.png</u> - ( Size:32.76 KB )</i>   | 2:45:51 AM |
| Alison Minden   | Servername is businessrinc.myrealdata.net   | 2:46:23 AM |
|                 | AlisonMinden is my username. I just sent the error message screenshot   | 2:46:47 AM |
| Ashutosh Mishra | Thanks for the confirmation !   | 2:47:40 AM |
|                 | Kindly allow me two minutes to check the same.  | 2:47:45 AM |
|                 | Is this issue occurring only for you, or are other users on the server also experiencing it?  | 2:48:33 AM |
| Alison Minden   | I don't know. This is Sunday so I think I am the only one accessing it right now.   | 2:48:55 AM |
| Ashutosh Mishra | I see, the server is accessible from backend.   | 2:51:17 AM |
|                 | I see EdiManus is logged in.  | 2:51:50 AM |
| Alison Minden   | well that is good.  | 2:52:03 AM |
| Ashutosh Mishra | So likely the issue is with your login particularly.  | 2:52:19 AM |
|                 | May I take the remote access of your local computer?  | 2:53:11 AM |
| Alison Minden   | I just got connected to someone on the phone and will let them help me. Thank you.  | 2:53:25 AM |
| Ashutosh Mishra | I see, in that case please end the chat from your end and i will send you the ticket ID for the concern.  | 2:53:54 AM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  | 2:54:19 AM |
|                 | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.                              |            |
|                 | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. |            |

Thanks!

2:54:23 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/>)

*Ashutosh Mishra has ended this chat session*

2:54:36 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Apr, 12:39:32 AM

#### #76048 carolina

**Email:** carolina@ptaxagents.com 905317123637

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

**Operator:** Shivam Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 29 Secs

**City:** GEMLIK

**State:** Bursa

**Country:** TURKEY

### Chat Transcript

Chat Duration : 13 Mins 17 Secs

|          |   |                     |
|----------|---|---------------------|
| carolina | Hello, I am your Acebuddy   | 25 Apr, 12:39:33 AM |
| Acebuddy | Hello Carolina Osorio, I'm your Ace Buddy. I'll be happy to assist you! | 12:39:34 AM         |
|          | Whom Would You Like to Connect With?                                    | 12:39:34 AM         |
| carolina | Technical Support (QB & App Hosting)                                    | 12:39:40 AM         |
| Acebuddy | Welcome to Ace Support.   | 12:39:41 AM         |
|          | Please chose an option :  | 12:39:41 AM         |
| carolina | I'd like to report an Issue   | 12:39:47 AM         |

|              |   |             |
|--------------|---|-------------|
| Acebuddy     | Please select an option!  | 12:39:47 AM |
| carolina     | QuickBooks Issue  | 12:40:01 AM |
| Acebuddy     | What type of QuickBooks Issue are you facing?   | 12:40:01 AM |
| carolina     | Other QB related issue  | 12:40:58 AM |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative!  | 12:40:58 AM |
| carolina     | I need help closing a QB file   | 12:42:08 AM |
| Acebuddy     | Please wait while we connect you to a Support Representative  | 12:42:09 AM |
|              | <i>Acebuddy (bot) forwarded the chat request</i>  | 12:42:09 AM |
|              | <i>Shivam Singh accepted the chat transfer request.</i>   | 12:43:49 AM |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.   | 12:44:03 AM |
|              | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 12:45:07 AM |
| carolina     | Hello Shivam, how are you?  | 12:46:06 AM |
| Shivam Singh | I'm good, thanks for asking.  | 12:46:46 AM |
| carolina     | I left open in my computer a QB file and my colleague needs to enter to that file from her computer, it's there any chance that you help me to close it?  | 12:47:39 AM |
| Shivam Singh | I have logged you off and now your colleague will be able to open it.   | 12:49:23 AM |
|              | Please ask them to try and check.   | 12:49:43 AM |
| carolina     | Ok, give me one second please   | 12:50:48 AM |
| Shivam Singh | Sure, Take your time.   | 12:50:50 AM |
| carolina     | Yes, she could. Thank you very much!  | 12:52:08 AM |
| Shivam Singh | great   | 12:52:22 AM |
|              | Is there anything else I may help you with ?  | 12:52:27 AM |
| carolina     | No, thank you very much!  | 12:52:41 AM |
| Shivam Singh | 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.   | 12:52:42 AM |
|              | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.                              |             |
|              | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. |             |
|              | Thanks!   | 12:52:48 AM |
|              | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).      |             |
|              | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |             |

*Shivam Singh has ended this chat session*

12:52:51 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Apr, 7:11:45 PM

### #75253 Josh Tischler

**Email:** jtischler@standardwellness.com 14193074381

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** WEST CHESTER

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 18 Secs

|               |   |                   |
|---------------|---|-------------------|
| Josh Tischler | Hello, I am your Acebuddy   | 7 Apr, 7:11:45 PM |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.    | 7:12:07 PM        |
| Josh Tischler | ticket - 673935. I was disconnected and wanted to ensure that our new user request is getting worked on | 7:12:40 PM        |
| Sharath Kumar | absolutely!   | 7:13:43 PM        |
|               | I am on it  | 7:13:56 PM        |
|               | I just need an hour's time to share with you the credentials  | 7:14:53 PM        |
| Josh Tischler | thank you. please send the intro email to Rosco and I   | 7:15:02 PM        |
|               | sounds good thank you   | 7:15:11 PM        |
| Sharath Kumar | I'll try my best to send in as soon as I can  | 7:15:11 PM        |
|               | noted   | 7:15:20 PM        |

Is there anything else I may help you with ?

7:16:12 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.

7:18:03 PM

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

7:18:18 PM

*Sharath Kumar has ended this chat session*

7:18:21 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 2:22:22 AM

**#75392 Vanessa Gutierrez**

**Email:** info@servicioscontables.biz ☎ 12536537368

**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:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 51 Secs

|                   |  |                    |
|-------------------|--|--------------------|
| Vanessa Gutierrez | Hello, I am your Acebuddy                                    | 10 Apr, 2:22:22 AM |
| Acebuddy          | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! | 2:22:23 AM         |
|                   | Whom Would You Like to Connect With?                         | 2:22:23 AM         |
| Vanessa Gutierrez | Technical Support (QB & App Hosting)                         | 2:22:30 AM         |
| Acebuddy          | Welcome to Ace Support.                                      | 2:22:30 AM         |
|                   | Please chose an option :                                     | 2:22:30 AM         |
| Vanessa Gutierrez | I'd like to raise a Request                                  | 2:22:36 AM         |
| Acebuddy          | Please select your request type.                             | 2:22:36 AM         |

|                   |  |            |
|-------------------|--|------------|
| Vanessa Gutierrez | Server Resource Addition   | 2:22:54 AM |
| Acebuddy          | Please select the resource type you'd like to add  | 2:22:54 AM |
| Vanessa Gutierrez | Setback  | 2:23:03 AM |
| Acebuddy          | Please select your request type.   | 2:23:03 AM |
| Vanessa Gutierrez | Other Request  | 2:23:12 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. | 2:23:12 AM |
|                   | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 2:23:12 AM |
|                   | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.                             | 3:02:14 AM |
|                   | <i>Ended due to chat idle timeout</i>  | 3:02:14 AM |



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Apr, 11:38:46 PM

**#75845 bobi**

**Email:** bobi@courtsense.com 12012861318

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** LISBON

**State:** Lisboa

**Country:** PORTUGAL

### Chat Transcript

Chat Duration : 16 Mins 2 Secs

|          |  |                     |
|----------|--|---------------------|
| bobi     | Hello, I am your Acebuddy                                    | 21 Apr, 11:38:47 PM |
| Acebuddy | Hello Bobi, I'm your Ace Buddy. I'll be happy to assist you! | 11:38:48 PM         |

|               |   |             |
|---------------|---|-------------|
|               | Whom Would You Like to Connect With?  | 11:38:48 PM |
| bobi          | Technical Support (QB & App Hosting)  | 11:38:51 PM |
| Acebuddy      | Welcome to Ace Support.   | 11:38:51 PM |
|               | Please chose an option :  | 11:38:51 PM |
| bobi          | I'd like to report an Issue   | 11:39:00 PM |
| Acebuddy      | Please select an option!  | 11:39:00 PM |
| bobi          | Other Issue   | 11:39:07 PM |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative!                | 11:39:07 PM |
| bobi          | I have issue with a user, I reset the password, download a new RDP, unlocked the account.. but still can't login    | 11:39:34 PM |
| Acebuddy      | Please wait while we connect you to a Support Representative  | 11:39:34 PM |
|               | <i>Acebuddy (bot) forwarded the chat request</i>  | 11:39:34 PM |
|               | <i>Anurag Sharma accepted the chat transfer request.</i>  | 11:40:05 PM |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.                | 11:40:07 PM |
|               | Hello Bobi  | 11:40:10 PM |
| bobi          | hi  | 11:40:36 PM |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you.   | 11:41:06 PM |
|               | I will be surely assisting you with this. Kindly help me with your server name and user name?                       | 11:41:09 PM |
| bobi          | Kim_Court@myrealdatal.net   | 11:41:23 PM |
|               | CourtSense.myrealdatal.net  | 11:41:42 PM |
| Anurag Sharma | Thanks for the confirmation !   | 11:43:03 PM |
|               | May I take the remote access of your local computer?  | 11:43:10 PM |
| bobi          | yes   | 11:43:27 PM |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end.                       | 11:43:57 PM |
| bobi          | ok  | 11:44:03 PM |
| Anurag Sharma | <a href="https://assist.acecloudhosting.com/join/7072224283">https://assist.acecloudhosting.com/join/7072224283</a> | 11:44:33 PM |
|               | Kindly paste this link in the browser of local computer and join the session.                                       | 11:44:36 PM |
|               | The issue seems to be resolved now.   | 11:53:06 PM |
|               | Is there anything else I may help you with ?  | 11:53:08 PM |
| bobi          | no thanks   | 11:54:18 PM |
| Anurag Sharma | Thanks for the confirmation !   | 11:54:39 PM |
|               | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this            | 11:54:43 PM |

chat.

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

11:54:45 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!

11:54:46 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/>)

*Anurag Sharma has ended this chat session*

11:54:49 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 7:11:17 PM

**#76374 caitlind**

**Email:** caitlind@taxproak.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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Secs

caitlind Hello, I am your Acebuddy

30 Apr, 7:11:18 PM

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

7:11:19 PM

|          |   |            |
|----------|---|------------|
|          | Whom Would You Like to Connect With?  | 7:11:19 PM |
| caitlind | Technical Support (QB & App Hosting)  | 7:11:30 PM |
| Acebuddy | Welcome to Ace Support.   | 7:11:30 PM |
|          | Please chose an option :  | 7:11:30 PM |
| caitlind | I'd like to raise a Request   | 7:11:35 PM |
| Acebuddy | Please select your request type.  | 7:11:35 PM |
| caitlind | Application Update  | 7:11:43 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. | 7:11:43 PM |
|          | Typically, the application update is performed overnight.   |            |
|          | Do you need any further assistance on the topic?  | 7:11:43 PM |
| caitlind | No  | 7:11:55 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day!  | 7:11:55 PM |
|          | <i>Acebuddy has ended this chat session</i>   | 7:11:56 PM |



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Apr, 8:15:06 PM

#75357 jackhung

Email: jackhung@jonaglobal.com ☎ 16265893869

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: 30 Secs

City: CERRITOS

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 17 Secs

|                 |  |                   |
|-----------------|--|-------------------|
| jackhung        | Hello, I am your Acebuddy  | 9 Apr, 8:15:07 PM |
| Acebuddy        | Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!   | 8:15:08 PM        |
|                 | Whom Would You Like to Connect With?   | 8:15:08 PM        |
| jackhung        | Technical Support (QB & App Hosting)   | 8:15:13 PM        |
| Acebuddy        | Welcome to Ace Support.  | 8:15:13 PM        |
|                 | Please chose an option :   | 8:15:13 PM        |
| jackhung        | I'd like to report an Issue  | 8:15:21 PM        |
| Acebuddy        | Please select an option!   | 8:15:21 PM        |
| jackhung        | QuickBooks Issue   | 8:15:27 PM        |
| Acebuddy        | What type of QuickBooks Issue are you facing?  | 8:15:27 PM        |
| jackhung        | QuickBooks Login Issue   | 8:15:40 PM        |
| Acebuddy        | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 8:15:40 PM        |
|                 | Was that helpful?  | 8:15:40 PM        |
| jackhung        | No   | 8:15:50 PM        |
| Acebuddy        | No issues, please wait while I connect you to one our support engineers who'd assist you further.                                      | 8:15:51 PM        |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 8:15:51 PM        |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>   | 8:16:00 PM        |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.                                 | 8:16:05 PM        |
| jackhung        | hi   | 8:16:11 PM        |
| Rohan Prajapati | Hello Jack, how are you doing today ?  | 8:16:17 PM        |
| jackhung        | good thx   | 8:16:32 PM        |
| Rohan Prajapati | That's Great   | 8:16:41 PM        |
| jackhung        | we can not open company files on QB  | 8:16:56 PM        |
| Rohan Prajapati | I will surely help you with this issue.  | 8:17:07 PM        |
|                 | May I take the remote access of your server?   | 8:17:10 PM        |
| jackhung        | yes  | 8:17:17 PM        |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end.  | 8:17:49 PM        |
|                 | This message has been deleted  | 8:18:04 PM        |
| jackhung        | yes  | 8:18:05 PM        |

|                 |  |            |
|-----------------|--|------------|
| Rohan Prajapati | Please accept the remote session request   | 8:18:21 PM |
|                 | This message has been deleted  | 8:18:30 PM |
|                 | This message has been deleted  | 8:18:37 PM |
| jackhung        | can you resend   | 8:19:04 PM |
| Rohan Prajapati | 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. | 8:19:13 PM |
| jackhung        | ok   | 8:19:26 PM |
| Rohan Prajapati | We may need to reboot the server once  | 8:20:56 PM |
| jackhung        | ok   | 8:21:09 PM |
| Rohan Prajapati | Please ask the users to log off from the server  | 8:21:56 PM |
|                 | I'm rebooting it   | 8:22:10 PM |
| jackhung        | ok   | 8:22:29 PM |
| Rohan Prajapati | Please login back and check the same   | 8:23:39 PM |
| jackhung        | ok   | 8:23:50 PM |
|                 | it's working now...thx   | 8:24:39 PM |
| Rohan Prajapati | Is there anything else I may help you with ?   | 8:25:04 PM |
| jackhung        | no that's it...thx   | 8:25:19 PM |
| Rohan Prajapati | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 8:25:20 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.<br>Thanks!                                     | 8:25:22 PM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).   |            |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |            |
|                 | <i>Rohan Prajapati has ended this chat session</i>   | 8:25:24 PM |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Apr, 7:41:30 PM

### #75038 srinivas

**Email:** srinivas@taxgeeks.com 2252847776

**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 31 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 38 Secs

|                 |  |                   |
|-----------------|--|-------------------|
| srinivas        | Hello, I am your Acebuddy  | 2 Apr, 7:41:31 PM |
| Acebuddy        | Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!                                       | 7:41:32 PM        |
|                 | Whom Would You Like to Connect With?   | 7:41:32 PM        |
| srinivas        | Technical Support (QB & App Hosting)   | 7:41:34 PM        |
| Acebuddy        | Welcome to Ace Support.  | 7:41:34 PM        |
|                 | Please chose an option :   | 7:41:34 PM        |
| srinivas        | I'd like to report an Issue  | 7:41:39 PM        |
| Acebuddy        | Please select an option!   | 7:41:39 PM        |
| srinivas        | Other Issue  | 7:41:42 PM        |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 7:41:42 PM        |
| srinivas        | USER   | 7:41:47 PM        |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 7:41:47 PM        |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 7:41:47 PM        |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>   | 7:42:45 PM        |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. | 7:42:50 PM        |

|                 |   |            |
|-----------------|---|------------|
|                 | Hello Srinivas, how are you doing today ?   | 7:43:03 PM |
|                 | How may i assist you today ?  | 7:43:29 PM |
| srinivas        | myrealdata\TG_TEAMD -   | 7:44:24 PM |
|                 | this user is missing on the new server  | 7:44:33 PM |
|                 | can you create the RDP for the new server and share the RDP file  | 7:44:51 PM |
| Rohan Prajapati | Kindly allow me 4-5 minutes to check the same.  | 7:44:52 PM |
| srinivas        | ok  | 7:45:22 PM |
| Rohan Prajapati | Is it TGTEAMB or TG_TEAMD ?   | 7:47:48 PM |
| srinivas        | d   | 7:48:20 PM |
|                 | TGTEAMD   | 7:48:36 PM |
|                 | <i>7:49:05 PM Rohan Prajapati is sharing a file with you<br/><a href="#">image.png</a> - ( Size:3.34 KB )</i> | 7:49:05 PM |
|                 | <i>7:49:27 PM Rohan Prajapati is sharing a file with you<br/><a href="#">image.png</a> - ( Size:1.82 KB )</i> | 7:49:27 PM |
| Rohan Prajapati | Only these are your active users  | 7:49:56 PM |
| srinivas        | on the old server we should have TEAMD  | 7:50:44 PM |
|                 | create this user on the new server  | 7:51:02 PM |
| Rohan Prajapati | Kindly allow me 5-7 minutes to check the same.  | 7:53:17 PM |
| srinivas        | ok  | 8:01:27 PM |
| Rohan Prajapati | Thanks for the confirmation !   | 8:05:38 PM |
|                 | <a href="https://we.tl/t-5EFtHjREuW">https://we.tl/t-5EFtHjREuW</a>   | 8:06:09 PM |
|                 | I have uploaded the RDP file on this link for the user TGTEAMD  |            |
|                 | Is there anything else I may help you with ?  | 8:07:50 PM |
| srinivas        | yes   | 8:08:06 PM |
|                 | we have users who logged in now   | 8:08:12 PM |
|                 | can you all their settings desktop files etc from the old server to new server                                | 8:08:32 PM |
|                 | I think your team has done for 3 users  | 8:08:39 PM |
|                 | do the remaining for all those who are logged in  | 8:08:48 PM |
| Rohan Prajapati | Okay Srinivas, We will do it and will inform you via email once its done                                      | 8:09:36 PM |
|                 | Is there anything else I may help you with ?  | 8:09:42 PM |
| srinivas        | thanks  | 8:09:43 PM |
|                 | bye   | 8:09:43 PM |
| Rohan Prajapati |   | 8:10:01 PM |

Thanks for the confirmation !

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

8:10:02 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!

8:10:04 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/>)

*Rohan Prajapati has ended this chat session*

8:10:09 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 3:24:21 AM

**#75130 Shailene**

**Email:** shailene@seedcareministries.org 17785580694

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 28 Secs

**City:** Langley

**State:** British Columbia

**Country:** Canada

Chat Transcript

Chat Duration : 35 Mins 54 Secs

Shailene Hello, I am your Acebuddy

4 Apr, 3:24:22 AM

agent

3:24:25 AM

|                 |  |            |
|-----------------|--|------------|
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.   | 3:25:10 AM |
| Shailene        | Ashutosh - Shailene her again. It's been 30 minutes. Still no phone call   | 3:26:57 AM |
| Ashutosh Mishra | My apologies for the delay, i have checked with the senior team and we can proceed to modify the registry editor and this can be done on the backend.  | 3:28:06 AM |
|                 | Is it okay if i schedule the reinstallation on the server for night hours to prevent any interruption during working hours.  | 3:29:05 AM |
| Shailene        | I cannot work until the software is installed  | 3:30:09 AM |
|                 | I need to send the report to the client tomorrow   | 3:30:19 AM |
|                 | this is why I was hoping it can be resolved ASAP   | 3:30:32 AM |
| Ashutosh Mishra | I understand, in that case i can proceed with the reinstallation right now.  | 3:32:19 AM |
| Shailene        | Thank you  | 3:36:42 AM |
|                 | How to Perform a Clean Install of Working Papers: ● Open the Control Panel   Programs and Features and uninstall Working Papers ● Browse to Working Papers and delete it ● In the Start Menu, either in the Run or the Search box, type regedit and press Enter ● Browse to HKEY_LOCAL_MACHINE\SOFTWARE\CaseWare International\Working Papers and delete it ● Browse to HKEY_CURRENT_USER\SOFTWARE\CaseWare International\Working Papers and delete it ● Close the registry ● Reboot the machine and reinstall Working Papers (unblock and run as admin) | 3:37:19 AM |
|                 | And the file to be reinstalled is located in Desktop - CasewareDownloaded Files  | 3:37:42 AM |
|                 | WP2023CASYNCX64...   | 3:37:55 AM |
| Ashutosh Mishra | May I take the remote access of your server?   | 3:37:58 AM |
| Shailene        | sure   | 3:38:03 AM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end.  | 3:38:10 AM |
| Shailene        | nothing is open  | 3:38:26 AM |
|                 | Caseware would like to supervise the process   | 3:39:22 AM |
|                 | should i cal lthem   | 3:39:41 AM |
| Ashutosh Mishra | I am following the instructions that you have sent.  | 3:43:05 AM |
|                 | Server reboot is required.   | 3:43:23 AM |
| Shailene        | ok   | 3:45:57 AM |
|                 | go ahead   | 3:45:59 AM |
|                 | i wish we should have done that earlier  | 3:46:07 AM |
|                 | I didnt know that you can handle   | 3:46:12 AM |
|                 | It's hard to reach to technical supporrt of both team  | 3:46:59 AM |
| Ashutosh Mishra | I understand, you can reach out to chat team anytime you want and we will be here to assist you.   | 3:48:16 AM |
| Shailene        | Stil lwaiting now for the Caseware team now  | 3:48:30 AM |
| Ashutosh Mishra |  |            |

|                 |   |            |
|-----------------|---|------------|
|                 | It seems like you are with one of our senior engineers.   | 3:48:35 AM |
| Shailene        | we missed that opportunity earlier  | 3:48:35 AM |
|                 | Yeah  | 3:48:43 AM |
| Ashutosh Mishra | I have done most of the steps on the server, reinstallation is pending however we need to discuss with the case ware team if the application needs to be installed on the user end. | 3:49:56 AM |
|                 | The senior engineer will assist you further with this,  | 3:54:24 AM |
|                 | Are we still connected here?  | 3:56:29 AM |
|                 | Are we still connected here?  | 3:58:06 AM |
|                 | Are we still connected here?  | 3:59:48 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.                     | 4:00:50 AM |
|                 | <i>Ashutosh Mishra has ended this chat session</i>  | 4:00:52 AM |



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 25 Apr, 2:23:48 AM

**#76057 martha**

**Email:** martha@wootoncpa.com 14058505592

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript Chat Duration : 11 Mins 54 Secs

martha

25 Apr, 2:23:49

|               |  |            |
|---------------|--|------------|
|               | Hello, I am your Acebuddy  | AM         |
| Acebuddy      | Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!   | 2:23:50 AM |
|               | Whom Would You Like to Connect With?   | 2:23:50 AM |
| martha        | Technical Support (QB & App Hosting)   | 2:23:56 AM |
| Acebuddy      | Welcome to Ace Support.  | 2:23:56 AM |
|               | Please chose an option :   | 2:23:56 AM |
| martha        | I'd like to report an Issue  | 2:24:00 AM |
| Acebuddy      | Please select an option!   | 2:24:00 AM |
| martha        | Other Issue  | 2:24:05 AM |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative!   | 2:24:05 AM |
| martha        | ATX-2024 on MarthaATX1 requires a program update and will not open.  | 2:24:39 AM |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 2:24:40 AM |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 2:24:40 AM |
|               | <i>Anurag Sharma accepted the chat transfer request.</i>   | 2:24:48 AM |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.   | 2:24:51 AM |
|               | Hello Martha   | 2:24:59 AM |
| martha        | Hello  | 2:25:07 AM |
| Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 2:25:55 AM |
| martha        | Server is MarthaATX1, User is MarthaWHume  | 2:26:20 AM |
| Anurag Sharma | Thanks for the confirmation !  | 2:26:33 AM |
|               | Kindly allow me two minutes to check the same.   | 2:26:36 AM |
| martha        | OK   | 2:26:47 AM |
| Anurag Sharma | As I can see there are active users on the server  | 2:26:55 AM |
| martha        | I can log out but I am on this chat from that desktop  | 2:27:10 AM |
|               | Typically ATX update does not require logoff   | 2:27:29 AM |
| Anurag Sharma | Okay, please allow me two minutes to check the same.   | 2:27:48 AM |
|               | May I take the remote access of your server?   | 2:28:30 AM |
| martha        | Yes  | 2:28:40 AM |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end.  | 2:29:33 AM |
| martha        | Done   | 2:29:39 AM |
| Anurag Sharma | 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. | 2:30:39 AM |

I would request you to please re-initiate another chat from your local computer.

2:34:04 AM

As we need to log you off from the server in order to fix this problem.

2:34:17 AM

As we are connected over the other chat.

2:35:30 AM

I am ending this chat now.

2:35:38 AM

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

2:35:40 AM

*Anurag Sharma has ended this chat session*

2:35:43 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Apr, 7:28:06 PM

#### #75629 Wedny

**Email:** banyanre@gmail.com 9542756669

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** BOYNTON BEACH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 48 Mins 57 Secs

Wedny Hello, I am your Acebuddy 15 Apr, 7:28:07 PM

Acebuddy Hello Wendy/steve, I'm your Ace Buddy. I'll be happy to assist you! 7:28:08 PM

Whom Would You Like to Connect With?

7:28:08 PM

Wedny Technical Support (QB & App Hosting) 7:28:12 PM

Acebuddy Welcome to Ace Support. 7:28:12 PM

|                 |   |            |
|-----------------|---|------------|
|                 | Please chose an option :  | 7:28:12 PM |
| Wedny           | I'd like to raise a Request   | 7:28:31 PM |
| Acebuddy        | Please select your request type.  | 7:28:31 PM |
| Wedny           | Other Request   | 7:28:35 PM |
| Acebuddy        | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.  | 7:28:35 PM |
|                 | If you are facing any issue/problem with your server, Please select the appropriate option below :  | 7:28:35 PM |
| Wedny           | Yes, I'm facing issues with my server   | 7:28:41 PM |
| Acebuddy        | Please select an option!  | 7:28:42 PM |
| Wedny           | Other Issue   | 7:28:45 PM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!  | 7:28:45 PM |
| Wedny           | I NEED TO SPEak with someone now  | 7:29:03 PM |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 7:29:03 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 7:29:03 PM |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>  | 7:29:14 PM |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.  | 7:29:24 PM |
|                 | Hello Wendy, how are you doing today?   | 7:29:57 PM |
| Wedny           | Quite frankly if we could get this fixed quickly I would have a great day reference 673513.   | 7:30:32 PM |
|                 | They say the problem is due to drone videos yet when I go on to the server I don't see anything but it seemed to be taking up a **** load of space and I just want to know what the drone videos are and apparently I had to chat in order for you to show me     | 7:30:53 PM |
|                 | hELLO?  | 7:33:34 PM |
| Rohan Prajapati | Yes, Wendy, I do apologize for the delay in my response. Actually, I had a power cut on my end.   | 7:35:35 PM |
|                 | I will surely try to help you with this issue.  | 7:35:59 PM |
|                 | Kindly allow me 5-6 minutes to check the same.  | 7:36:06 PM |
| Wedny           | OK  | 7:36:11 PM |
| Rohan Prajapati | Thank you for Providing the ticket number   | 7:36:30 PM |
|                 | Thank you for your patience.  | 7:41:48 PM |
|                 | I have reviewed the entire conversation under the mentioned ticket number and understand that your current concern is that, when you log in to the AIR user, you're unable to see the folder that is consuming most of the space on the C drive. Is that correct? | 7:43:25 PM |
| Wedny           | YEP We have NO IDEA what it is so I asked to see one before I have you delete it  | 7:44:12 PM |
| Rohan Prajapati | Thanks for the confirmation !   | 7:44:16 PM |
|                 | I Kindly request you to please login into AIR user So that I can take remote access of the same and   | 7:44:50 PM |

|                 |  |            |
|-----------------|--|------------|
|                 | show you the same.   |            |
| Wedny           | I will have to do that from a different computer   | 7:45:06 PM |
|                 | Stand by   | 7:45:12 PM |
|                 | ok?  | 7:45:33 PM |
| Rohan Prajapati | No problem — the server can be accessed from any computer and user account.  | 7:46:12 PM |
|                 | Sure Please take your time   | 7:46:32 PM |
|                 | This message has been deleted  | 7:47:55 PM |
| Wedny           | Signed on there It is all the way across the hall so please tell me what you need me to do next  | 7:48:13 PM |
|                 | I can't be on this chat and be on that computer at the same moment   | 7:48:24 PM |
| Rohan Prajapati | No Issue, I'll send the remote session request to this user "AIR " and you need to accept the Prompt on your server screen.  | 7:49:28 PM |
|                 | Prior providing the access, I would suggest you to close any important documents at your end.  | 7:49:35 PM |
| Wedny           | ok   | 7:49:41 PM |
| Rohan Prajapati | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 7:50:21 PM |
|                 | Is there anything else I may help you with ?   | 8:14:36 PM |
|                 | Are we still connected here?   | 8:15:56 PM |
| Wedny           | Thank you for your assistance  | 8:16:15 PM |
|                 | the Dropbox taking up too much space was deleted   | 8:16:26 PM |
| Rohan Prajapati | Thanks for the confirmation !  | 8:16:38 PM |
|                 | Is there anything else I may help you with ?   | 8:16:40 PM |
| Wedny           | nope   | 8:16:49 PM |
| Rohan Prajapati | Thanks for the confirmation !  | 8:16:52 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 8:16:54 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!  | 8:17:00 PM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).   |            |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |            |
|                 | <i>Rohan Prajapati has ended this chat session</i>   | 8:17:05 PM |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Apr, 7:01:50 PM

### #75251 Carlos

**Email:** carlos@americanfalt.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** TREJOS MONTEALEGRE

**State:** San Jose

**Country:** COSTA RICA

## Chat Transcript

Chat Duration : 16 Mins

|          |  |                   |
|----------|--|-------------------|
| Carlos   | Hello, I am your Acebuddy  | 7 Apr, 7:01:51 PM |
| Acebuddy | Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!                             | 7:01:52 PM        |
|          | Whom Would You Like to Connect With?   | 7:01:52 PM        |
| Carlos   | Technical Support (QB & App Hosting)   | 7:02:09 PM        |
| Acebuddy | Welcome to Ace Support.  | 7:02:09 PM        |
|          | Please chose an option :   | 7:02:09 PM        |
| Carlos   | I'd like to report an Issue  | 7:02:19 PM        |
| Acebuddy | Please select an option!   | 7:02:19 PM        |
| Carlos   | Password Reset   | 7:02:28 PM        |
| Acebuddy | Please select an option below  | 7:02:28 PM        |
| Carlos   | Not Enrolled to Selfcare Portal  | 7:02:38 PM        |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the | 7:02:38 PM        |

|               |   |            |
|---------------|---|------------|
|               | password needs to be reset and we'll share an update once the request is processed.                         |            |
|               | Do you need any further assistance on the topic?  | 7:02:38 PM |
| Carlos        | Yes   | 7:02:52 PM |
| Acebuddy      | Please wait while we connect you to our Support Representative  | 7:02:52 PM |
|               | <i>Acebuddy (bot) forwarded the chat request</i>  | 7:02:52 PM |
|               | <i>Sharath Kumar accepted the chat transfer request.</i>  | 7:03:20 PM |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.        | 7:03:27 PM |
| Carlos        | Hello, I am trying to create a user and for some reason when I do, the user does not work                   | 7:04:09 PM |
|               | CID: CID73826 Account Name: CID73826 User added: Carlos Tomas (carlos.t@myreldata.net)                      | 7:04:39 PM |
| Sharath Kumar | Sorry to hear about your trouble, could you please let me know the error that you are receiving             | 7:04:43 PM |
| Carlos        | This is the email confirmation I get after the account is created   | 7:04:56 PM |
|               | <i>7:05:21 PM Carlos is sharing a file with you<br/><u>1_image.png</u> - ( Size:65.72 KB )</i>              | 7:05:21 PM |
|               | This is what I get when trying to reset the password, after the original password is not working            | 7:05:42 PM |
|               | This is what I get with the original email and password   | 7:06:27 PM |
| Sharath Kumar | try carlos.t instead  | 7:06:30 PM |
|               | <i>7:06:31 PM Carlos is sharing a file with you<br/><u>image.png</u> - ( Size:76.24 KB )</i>                | 7:06:31 PM |
|               | try the username as carlos.t  | 7:06:51 PM |
|               | my apologies  | 7:06:57 PM |
|               | it should be your CID   | 7:07:02 PM |
|               | for Myportal the username is - CID73826   | 7:07:43 PM |
|               | If you need to sign into selfcare, then your username will become carlos.t                                  |            |
| Carlos        | The same  | 7:07:44 PM |
|               | <i>7:07:49 PM Carlos is sharing a file with you<br/><u>1_image.png</u> - ( Size:66.22 KB )</i>              | 7:07:49 PM |
|               | The seme  | 7:08:15 PM |
| Sharath Kumar | try forgot password   | 7:08:17 PM |
|               | <i>7:08:18 PM Carlos is sharing a file with you<br/><u>1_image.png</u> - ( Size:70.77 KB )</i>              | 7:08:18 PM |
|               | <i>7:08:52 PM Carlos is sharing a file with you<br/><u>1_image.png</u> - ( Size:63.14 KB )</i>              | 7:08:52 PM |
|               | for Myportal the username is - CID73826   |            |
|               | try forgot password with this username it will send you a one time password to your email address and phone | 7:08:58 PM |

7:10:13 PM Carlos is sharing a file with you

[1\\_image.png](#) - ( Size:85.02 KB )

7:10:13 PM

Carlos IT gives me another user's information to verify 7:10:26 PM

Sharath Kumar that is strange, but I will definitely have the appropriate team change the contact info to yours 7:12:01 PM

in the meantime. could you send in a user creation request to support@acecloudhosting.com  
do mention in the email that you are unable to access MyPortal 7:13:27 PM

I will make sure that you receive the new user account details within 2 hours and the access to  
Myportal by tomorrow 7:16:02 PM

Is there anything else I may help you with ? 7:16:07 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. 7:17:44 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:17:49 PM

*Sharath Kumar has ended this chat session* 7:17:51 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Apr, 7:43:38 AM

**#75809 Doug Lane**

**Email:** dlane@fastlaneproductions.com 13035989921

**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:** 48 Secs

**City:** PARKER

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 39 Secs

|              |   |                    |
|--------------|---|--------------------|
| Doug Lane    | Hello, I am your Acebuddy   | 20 Apr, 7:43:40 AM |
| Acebuddy     | Hello Doug Lane, I'm your Ace Buddy. I'll be happy to assist you!   | 7:43:41 AM         |
|              | Whom Would You Like to Connect With?  | 7:43:41 AM         |
| Doug Lane    | Technical Support (QB & App Hosting)  | 7:44:22 AM         |
| Acebuddy     | Welcome to Ace Support.   | 7:44:22 AM         |
|              | Please chose an option :  | 7:44:22 AM         |
| Doug Lane    | I'd like to raise a Request   | 7:44:28 AM         |
| Acebuddy     | Please select your request type.  | 7:44:28 AM         |
| Doug Lane    | Office 365 Addition   | 7:44:32 AM         |
| Acebuddy     | Please specify if you already have an Office365 subscription  | 7:44:33 AM         |
| Doug Lane    | I already have O365 license   | 7:44:37 AM         |
| Acebuddy     | As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :                                | 7:44:37 AM         |
|              | <ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>  | 7:44:37 AM         |
|              | If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.                                | 7:44:37 AM         |
|              | If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace. | 7:44:37 AM         |
|              | Do you need any further assistance on the topic?  | 7:44:37 AM         |
| Doug Lane    | Yes   | 7:45:01 AM         |
| Acebuddy     | Please wait while we connect you to our Support Representative  | 7:45:01 AM         |
|              | <i>Acebuddy (bot) forwarded the chat request</i>  | 7:45:01 AM         |
|              | <i>Manish Singh accepted the chat transfer request.</i>   | 7:45:06 AM         |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.   | 7:45:11 AM         |
| Doug Lane    | Hello   | 7:45:48 AM         |
|              | I need some help  | 7:45:53 AM         |
| Manish Singh | Hii   | 7:45:56 AM         |
|              | How may I assist you?   | 7:46:06 AM         |
| Doug Lane    | I have a new Mac in my home office and I need to get the Office Suite up and running. I have a license with you and need help   | 7:46:48 AM         |
| Manish Singh | Yes, As I can check you already have O365 installed on the server.  | 7:48:00 AM         |
|              | Would you like to access server through your new MAC?   | 7:48:15 AM         |

|   |  |            |
|---|--|------------|
| Doug Lane                                       | dlane@fastlaneproductions.com  | 7:48:22 AM |
| Manish Singh                                    | Are you able to access server through your new MAC?  | 7:49:21 AM |
| Doug Lane                                       | Yes. I can put the link on the Mac now. I need to also use Office on the computer as well without going to Ace. I can have up to 5 machines.   | 7:50:12 AM |
| Manish Singh                                    | Doug, you just have to login to server and you are able to access the O365 application.  | 7:51:53 AM |
|   | We can just help with the users who are accessing server if you want to access application on your local machines then you have to install O365 and put in the credentials.  | 7:53:38 AM |
| Doug Lane                                       | I need to be able to use my license and download and operate my MS Office without going on ACE.  | 7:54:24 AM |
| Manish Singh                                    | Since that connect to your local then you can visit Office.com and login with your Office credentials and you are good to go   | 7:55:57 AM |
| Doug Lane                                       | I also need to put a link on my new computer to ACE. Can you help with that?   | 7:56:34 AM |
| Manish Singh                                    | Yes  | 7:56:44 AM |
|   | May I take the remote access of your local computer?   | 7:56:50 AM |
| Doug Lane                                       | I am not on my new computer. Should I end the chat and go there?   | 7:57:45 AM |
| Manish Singh                                    | I will share the link simply paste that link on your new MAC and we can connect.   | 7:58:25 AM |
|   | No need to end the chat, Doug  | 7:58:35 AM |
|   | <a href="https://assist.acecloudhosting.com/join/4402602869">https://assist.acecloudhosting.com/join/4402602869</a>  | 7:59:16 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. | 8:02:25 AM |
|   | Is there anything else I may help you with ?   | 8:08:53 AM |
|   | Are we still connected here?   | 8:15:25 AM |
|   | Are we still connected here?   | 8:16:07 AM |
|   | Are we still connected here?   | 8:19:13 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.  | 8:19:18 AM |
| <i>Manish Singh has ended this chat session</i> |  | 8:19:19 AM |



# Chat Transcript

Hello, I am your Acebuddy

## #75378 april.welnetz

**Email:** april.welnetz@enerwells.com  2813839355

**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:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 4 Secs

|               |  |                     |
|---------------|--|---------------------|
| april.welnetz | Hello, I am your Acebuddy  | 9 Apr, 11:43:04 PM  |
| Acebuddy      | Hello April.welnetz, I'm your Ace Buddy. I'll be happy to assist you!  | 11:43:05 PM         |
|               | Whom Would You Like to Connect With?   | 11:43:05 PM         |
| april.welnetz | Technical Support (QB & App Hosting)   | 11:44:44 PM         |
| Acebuddy      | Welcome to Ace Support.  | 11:44:44 PM         |
|               | Please chose an option :   | 11:44:44 PM         |
| april.welnetz | I'd like to raise a Request  | 11:44:50 PM         |
| Acebuddy      | Please select your request type.   | 11:44:51 PM         |
| april.welnetz | Other Request  | 11:45:05 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. | 11:45:06 PM         |
|               | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 11:45:06 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 Apr, 12:27:08 AM |
|               | <i>Ended due to chat idle timeout</i>  | 12:27:08 AM         |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Apr, 11:17:57 PM

### #75053 Rubens S Jacob

Email: seflglass@gmail.com ☎ 13058233097

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 20 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 59 Mins 10 Secs

|                |   |                    |
|----------------|---|--------------------|
| Rubens S Jacob | Hello, I am your Acebuddy   | 2 Apr, 11:17:58 PM |
| Acebuddy       | Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!   | 11:17:59 PM        |
|                | Whom Would You Like to Connect With?  | 11:17:59 PM        |
| Rubens S Jacob | Technical Support (QB & App Hosting)  | 11:18:02 PM        |
| Acebuddy       | Welcome to Ace Support.   | 11:18:02 PM        |
|                | Please chose an option :  | 11:18:02 PM        |
| Rubens S Jacob | I'd like to report an Issue   | 11:18:08 PM        |
| Acebuddy       | Please select an option!  | 11:18:08 PM        |
| Rubens S Jacob | QuickBooks Issue  | 11:22:49 PM        |
| Acebuddy       | What type of QuickBooks Issue are you facing?   | 11:22:49 PM        |
| Rubens S Jacob | Other QB related issue  | 11:22:55 PM        |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  | 11:22:55 PM        |
| Rubens S Jacob | Hi, we are getting OLSU-1011 errors in 3 cloud-hosted virtual machines using QuickBooks Desktop 2024. Each company is different, but all fail with the same banking error. Can you check if firewall or network settings are blocking connections to Intuit ser | 11:24:43 PM        |
| Acebuddy       |   |                    |

|                 |   |             |
|-----------------|---|-------------|
|                 | Please wait while we connect you to a Support Representative  | 11:24:43 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 11:24:43 PM |
|                 | <i>Shashwat Verma accepted the chat transfer request.</i>   | 11:25:30 PM |
| Rubens S Jacob  | Hi  | 11:25:34 PM |
|                 | <i>Shashwat Verma is transferring the chat to Rohan Prajapati.</i>  | 11:25:36 PM |
|                 | <i>Rohan Prajapati accepted the chat transfer request.</i>  | 11:25:43 PM |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.  | 11:25:49 PM |
| Rubens S Jacob  | Thank you   | 11:25:56 PM |
| Rohan Prajapati | Hello, how are you doing today? (Edited)  | 11:26:10 PM |
| Rubens S Jacob  | Good thank you and you??  | 11:26:19 PM |
| Rohan Prajapati | That's Great. I'm good too, thanks for asking   | 11:26:45 PM |
|                 | How may i assist you today ?  | 11:26:55 PM |
| Rubens S Jacob  | Good  | 11:27:25 PM |
|                 | Hi, we are experiencing the same OLSU-1011 error on three different virtual machines hosted in the cloud. Each machine has a different company file and connects to different banks, but all of them are showing the same error when trying to use Online Banking in QuickBooks Desktop 2024. This makes us think the issue is not related to QuickBooks or the banks, but likely related to network restrictions on the cloud environment (such as firewall or proxy settings). Can you please check if there are any outbound connections being blocked to the following domains? cpp Copy Edit https://*.intuit.com https://*.quickbooks.com Also, ensure that port 443 (HTTPS) is open and that no security rules or DNS filtering are preventing QuickBooks from connecting to Intuit's servers. | 11:27:40 PM |
| Rohan Prajapati | May I take the remote access of your server?  | 11:28:08 PM |
| Rubens S Jacob  | yes   | 11:28:29 PM |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at your end.   | 11:28:44 PM |
|                 | May I Know the username through which you are logged in on the server ?   | 11:29:02 PM |
|                 | Are we still connected here?  | 11:30:36 PM |
| Rubens S Jacob  | Also, please note that last week your support team performed a QuickBooks update and later tried to restore a backup. After that, transactions from 2022 started to appear unexpectedly. We want to make sure this is taken into account to avoid similar issues happening again.   | 11:31:11 PM |
|                 | username:souflonc   | 11:31:19 PM |
|                 | Can you please check if there are any outbound connections being blocked to the following domains? https://*.intuit.com https://*.quickbooks.com  | 11:31:51 PM |
| Rohan Prajapati | Okay Let me check it on the server  | 11:32:12 PM |
| Rubens S Jacob  | thank you   | 11:36:56 PM |

|                 |   |             |
|-----------------|---|-------------|
| Rohan Prajapati | I have added these websites as Trusted Sites in Internet Explorer. Could you please sign out from QuickBooks and sign back in to check if the issue is resolved?  | 11:37:23 PM |
| Rubens S Jacob  | Ok  | 11:38:36 PM |
|                 | not working yet but id like to reset the server only for souflonc. Do I need to Disconnect?   | 11:42:12 PM |
|                 | Im trying to reboot but it says only Disconnect   | 11:42:56 PM |
| Rohan Prajapati | Kindly allow me two minutes to check the same.  | 11:43:25 PM |
|                 | I have signed out you from the server.  | 11:44:45 PM |
|                 | And I have verified that Port 443 is open on your Server  | 11:44:59 PM |
| Rubens S Jacob  | Ok thank you  | 11:46:18 PM |
|                 | It is not working   | 11:47:09 PM |
|                 | When I doubleclick on Quicbooks , show me a notice abut the update  | 11:47:33 PM |
| Rohan Prajapati | May I know which QB Version you are using?  | 11:47:41 PM |
|                 | As I can check QB Ent 2024 is already up to the Latest release. Are you using any different version of QB ?   | 11:48:35 PM |
| Rubens S Jacob  | LEt me see  | 11:49:03 PM |
|                 | Please take remote control  | 11:49:09 PM |
|                 | And see both. Thank you   | 11:49:14 PM |
|                 | Username: souflonc  | 11:49:19 PM |
|                 | <i>11:49:34 PM Rubens S Jacob is sharing a file with you</i>  |             |
|                 | <u><a href="#">WhatsApp Image 2025-04-02 at 2.18.20 PM.jpeg</a></u> - ( Size:272.62 KB )  | 11:49:34 PM |
|                 | <i>This is the error</i>  |             |
| Rohan Prajapati | We have already installed all the QB Ent 2024 updates and this critical update message is just a generic bug from Intuit and not an actual update and it will resolve itself in the future actual QB update releases. | 11:50:51 PM |
| Rubens S Jacob  | ould you please try running QuickBooks Tool Hub and use "Program Problems > Quick Fix my Program", just in case there's an internal communication issue?  | 11:52:50 PM |
| Rohan Prajapati | Okay let me do it.  | 11:53:55 PM |
| Rubens S Jacob  | Thank you   | 11:54:49 PM |
|                 | Please let me know when you are done  | 11:55:57 PM |
| Rohan Prajapati | I believe this is not an issue on our end, as I have verified the mentioned points. Therefore, we kindly request you to contact Intuit directly, as they have the required expertise to handle such issues.           | 11:56:26 PM |
|                 | Its done, you can try again   | 11:56:35 PM |
| Rubens S Jacob  | Ok thank you  | 11:56:52 PM |

|                 |   |                    |
|-----------------|---|--------------------|
|                 | Let me try  | 11:56:56 PM        |
|                 | Not working. Can you please try the last one?   | 11:58:29 PM        |
|                 | Can you please try deleting and forcing the regeneration of the Financial Institution Directory files (fidir.txt / fidir.qbo)?? Sometimes the FI list becomes outdated or corrupted and causes this exact OLSU-1011 error. Path: C:\ProgramData\Intuit\QuickBooks 2024\Components\OLB\branding\fclist\ Just delete the fidir.txt and fidir.qbo files, then reopen QuickBooks to allow it to regenerate the updated bank list. Create a copy first in other file and then just delete the fidir.txt and fidir.qbo files, then reopen QuickBooks to allow it to regenerate the updated bank list. | 11:59:27 PM        |
| Rohan Prajapati | I'm deleting this file "C:\ProgramData\Intuit\QuickBooks 2024\Components\OLB\branding\fclist\"  | 3 Apr, 12:00:08 AM |
| Rubens S Jacob  | fidir.txt and fidir.qbo   | 12:01:01 AM        |
|                 | Create a copy first in other file and then just delete the fidir.txt and fidir.qbo files  | 12:01:10 AM        |
| Rohan Prajapati | Do you want me to keep the backup of these two files before deleting them ?   | 12:01:40 AM        |
| Rubens S Jacob  | Yes just in case but in other file on desktop for example   | 12:02:07 AM        |
| Rohan Prajapati | I won't delete them instead i will rename them as .old  | 12:02:20 AM        |
| Rubens S Jacob  | Ok perfect  | 12:02:30 AM        |
|                 | Please let me know!Thanks!  | 12:04:18 AM        |
| Rohan Prajapati | Please check now and let us know the status   | 12:04:23 AM        |
| Rubens S Jacob  | I will disconete an enter   | 12:04:34 AM        |
|                 | On the server   | 12:04:38 AM        |
| Rohan Prajapati | Sure, If still it doesn't work then i would request you to contact the intuit for this issue as we are sure that they will be able to fix this issue.   | 12:06:56 AM        |
| Rubens S Jacob  | It is not working   | 12:08:31 AM        |
| Rohan Prajapati | Okay Let me discuss this with Senior once   | 12:09:48 AM        |
|                 | <i>12:10:17 AM Rohan Prajapati is sharing a file with you<br/><a href="#">image.png</a> - ( Size:4.85 MB )</i>  | 12:10:17 AM        |
|                 | <i>This is error that you are getting right ?</i>   |                    |
| Rubens S Jacob  | Yes   | 12:10:41 AM        |
|                 | <i>12:13:43 AM Rohan Prajapati is sharing a file with you<br/><a href="#">image.png</a> - ( Size:356.52 KB )</i>  |                    |
|                 | <i>You can try these steps before contacting the intuit.</i>  | 12:13:43 AM        |
|                 | <i><a href="https://quickbooks.intuit.com/learn-support/en-us/banking/error-code-olsu-1011/00/798819">https://quickbooks.intuit.com/learn-support/en-us/banking/error-code-olsu-1011/00/798819</a></i>  |                    |
| Rohan Prajapati | Is there anything else I may help you with ?  | 12:14:08 AM        |
| Rubens S Jacob  | Yes   | 12:14:53 AM        |
| Rohan Prajapati | Please tell   | 12:15:15 AM        |

|                 |   |             |
|-----------------|---|-------------|
| Rubens S Jacob  | let me try that   | 12:16:07 AM |
|                 | Thank you   | 12:16:07 AM |
| Rohan Prajapati | Yes If still it doesn't work then it would be better if you contact intuit once   | 12:16:58 AM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 12:17:03 AM |
|                 | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.                                      |             |
|                 | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 12:17:06 AM |
|                 | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).              |             |
|                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |             |

*Rohan Prajapati has ended this chat session*

12:17:09 AM



