

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 9:05:08 PM


**#83756 Test Account**  
**Email:** test@test.com 📞 +917878787878  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 10 Secs  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duration : 1 Min 19 Secs

|              |  |                    |
|--------------|--|--------------------|
| Test Account | Hello, I am your Acebuddy  | 18 Nov, 9:05:09 PM |
| Acebuddy     | Hello Test, I'm your Ace Buddy. I'll be happy to assist you!   | 9:05:10 PM         |
|              | Whom Would You Like to Connect With?   | 9:05:10 PM         |
| Test Account | Technical Support (QB & App Hosting)   | 9:05:20 PM         |
| Acebuddy     | Welcome to Ace Support.  | 9:05:20 PM         |
|              | Please chose an option :   | 9:05:20 PM         |
| Test Account | I'd like to report an Issue  | 9:05:33 PM         |
| Acebuddy     | Please select an option!   | 9:05:33 PM         |
| Test Account | Other Issue  | 9:05:37 PM         |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative! | 9:05:37 PM         |
| Test Account | test   | 9:05:40 PM         |
| Acebuddy     | Please wait while we connect you to a Support Representative   | 9:05:41 PM         |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   | 9:05:41 PM         |
|              | <i>Sanyam Madan accepted the chat transfer request.</i>  | 9:05:50 PM         |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.  | 9:06:01 PM         |
|              |  |                    |



|   |  |            |
|---|--|------------|
|   | If you are facing any issue/problem with your server, Please select the appropriate option below :                                 | 6:42:22 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. | 7:13:18 PM |
|   | Ended due to chat idle timeout   | 7:13:18 PM |
|  |  |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 8:21:46 PM

#83516 shari

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

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** CABO SAN LUCAS

**State:** Baja California Sur


**Country:** MEXICO

Chat Transcript

Chat Duration : 55 Mins 52 Secs

|          |   |                    |
|----------|---|--------------------|
| shari    | Hello, I am your Acebuddy                                     | 11 Nov, 8:21:46 PM |
| Acebuddy | Hello Shari, I'm your Ace Buddy. I'll be happy to assist you! | 8:21:47 PM         |
|          | Whom Would You Like to Connect With?                          | 8:21:47 PM         |
| shari    | Technical Support (QB & App Hosting)                          | 8:21:51 PM         |
| Acebuddy | Welcome to Ace Support.                                       | 8:21:51 PM         |
|          | Please chose an option :                                      | 8:21:51 PM         |
| shari    | I'd like to report an Issue                                   | 8:21:56 PM         |
| Acebuddy | Please select an option!                                      | 8:21:56 PM         |
|          |   |                    |

|                    |  |            |
|--------------------|--|------------|
| shari              | QuickBooks Issue   | 8:22:01 PM |
| Acebuddy           | What type of QuickBooks Issue are you facing?  | 8:22:01 PM |
| shari              | QuickBooks Login Issue   | 8:22:07 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   | 8:22:07 PM |
|                    | Was that helpful?  | 8:22:07 PM |
| shari              | No   | 8:22:20 PM |
| Acebuddy           | No issues, please wait while I connect you to one our support engineers who'd assist you further.  | 8:22:20 PM |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   | 8:22:20 PM |
|                    | <i>Karan Bhattacharya accepted the chat transfer request.</i>  | 8:22:53 PM |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.  | 8:23:14 PM |
| shari              | When I (sbray) user connect to Beacon on the Enterprise server it is connecting to the Z drive file. Then the webconnector to tsheets work. The other users access from D drive and web connector is broke | 8:23:16 PM |
|                    | but it is the same file  | 8:23:27 PM |
| Karan Bhattacharya | What is the error coming?  | 8:25:17 PM |
| shari              | error connecting and then application abort  | 8:26:39 PM |
| Karan Bhattacharya | Which application is aborting?   | 8:28:13 PM |
| shari              | the web connector  | 8:28:22 PM |
| Karan Bhattacharya | ok,please confirm me your myrealdata id?   | 8:29:22 PM |
| shari              | sbray  | 8:30:15 PM |
| Karan Bhattacharya | ok   | 8:30:26 PM |
|                    | let me check few details at backend,allow me few minutes.  | 8:31:22 PM |
| shari              | ok   | 8:32:55 PM |
| Karan Bhattacharya | Which server are you utilising where you are getting this error?   | 8:35:17 PM |
| shari              | jks enterprise   | 8:35:43 PM |
| Karan Bhattacharya | ok   | 8:35:58 PM |
|                    | I have sent you a request for remote session   | 8:40:19 PM |
| shari              | sorry please connect to user joel  | 8:40:20 PM |
|                    | joel and aadmin have the issue   | 8:40:31 PM |
| Karan Bhattacharya | ok   | 8:40:36 PM |
| shari              | Im connected as joel now   | 8:40:57 PM |
| Karan Bhattacharya |  | 8:41:11 PM |

|  |  |            |
|--|--|------------|
|  | I have sent it   |            |
| shari  | accepted   | 8:41:23 PM |
| Karan Bhattacharya   | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 9:17:39 PM |
|  | Ended due to chat idle timeout   | 9:17:39 PM |
| <div></div> |  |            |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 9:45:42 PM

**#83657 Kevinder**  
**Email:** k.singh@innercircle.cpa  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** DOHLA  
**State:** Punjab  
**Country:** INDIA

Chat Transcript

Chat Duration : 20 Mins 12 Secs

|          |  |                    |
|----------|--|--------------------|
| Kevinder | Hello, I am your Acebuddy  | 14 Nov, 9:45:42 PM |
| Acebuddy | Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you! | 9:45:43 PM         |
|          | Whom Would You Like to Connect With?                             | 9:45:43 PM         |
| Kevinder | Technical Support (QB & App Hosting)                             | 9:45:51 PM         |
| Acebuddy | Welcome to Ace Support.  | 9:45:51 PM         |
|          | Please chose an option :   | 9:45:51 PM         |
| Kevinder | I'd like to report an Issue                                      | 9:45:58 PM         |
|          |  |                    |

|          |  |             |
|----------|--|-------------|
| Acebuddy | Please select an option!   | 9:45:58 PM  |
| Kevinder | Other Issue  | 9:46:02 PM  |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative!   | 9:46:02 PM  |
| Kevinder | I am encountering the error please renew your license each time I attempt to open the QB file.   | 9:46:44 PM  |
| Acebuddy | Please wait while we connect you to a Support Representative   | 9:46:44 PM  |
|          | <i>Acebuddy (bot) forwarded the chat request</i>   | 9:46:44 PM  |
|          | <i>Luv accepted the chat transfer request.</i>   | 9:46:57 PM  |
| Luv      | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.   | 9:47:06 PM  |
|          | Kindly allow me two minutes to check the same.   | 9:47:27 PM  |
| Kevinder | Okay   | 9:47:36 PM  |
|          | Take your time   | 9:47:41 PM  |
| Luv      | meanwhile may I have your account and server name?   | 9:47:45 PM  |
| Kevinder | Sure   | 9:47:55 PM  |
|          | ICA_Kevinder   | 9:50:07 PM  |
| Luv      | bare with me for a few minutes i am going to try and open QB on the server from my end.  | 9:50:25 PM  |
| Kevinder | Okay   | 9:50:32 PM  |
| Luv      | which version of QB are you using?   | 9:51:55 PM  |
| Kevinder | Quickbooks Premier Plus Edition 2024   | 9:52:48 PM  |
| Luv      | Okay, thanks checking it now   | 9:52:59 PM  |
| Kevinder | Okay   | 9:53:08 PM  |
| Luv      | What company file are you trying to open, can you tell me that as well, thanks   | 9:53:30 PM  |
| Kevinder | For Sunny hill Client.   | 9:54:04 PM  |
| Luv      | I am going to shadow your server session, one moment   | 9:54:28 PM  |
| Kevinder | Okay   | 9:54:33 PM  |
| Luv      | did you get a prompt to accept?  | 9:56:11 PM  |
|          | Try to open the file now   | 9:57:18 PM  |
| Kevinder | Yes  | 9:57:27 PM  |
| Luv      | one moment   | 9:58:05 PM  |
| Kevinder | ok   | 9:58:48 PM  |
| Luv      | I see that there are currently 15 users logged into the server. Since only 5 users can access the company file at the same time, please ensure that no more than five people are using it concurrently. You may need to have one of the users log out or stop using the company file before trying again. That should resolve the issue. | 10:01:32 PM |
|          |  |             |

|          |   |             |
|----------|---|-------------|
| Kevinder | Okay  | 10:03:51 PM |
| Luv      | Yeah, is there anything else i can help you with at the moment? (Edited)  | 10:04:14 PM |
| Kevinder | No Thank You!   | 10:04:48 PM |
| Luv      | no problem, happy to help.  | 10:05:19 PM |
| Kevinder | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 10:05:23 PM |
|          | Wishing you the Same.   | 10:05:39 PM |
| Luv      | 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.   | 10:05:41 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.                                      | 10:05:45 PM |
|          | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! |             |
|          | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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> )   |             |

Luv has ended this chat session

10:05:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Nov, 2:46:05 AM

#83444 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 22 Secs

City: HOMESTEAD

**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins

|                 |  |                    |
|-----------------|--|--------------------|
| David Weinstein | Hello, I am your Acebuddy  | 10 Nov, 2:46:06 AM |
| Acebuddy        | Hello David, I'm your Ace Buddy. I'll be happy to assist you!  | 2:46:07 AM         |
|                 | Whom Would You Like to Connect With?   | 2:46:07 AM         |
| David Weinstein | Technical Support (QB & App Hosting)   | 2:46:12 AM         |
| Acebuddy        | Welcome to Ace Support.  | 2:46:12 AM         |
|                 | Please chose an option :   | 2:46:12 AM         |
| David Weinstein | I'd like to report an Issue  | 2:46:24 AM         |
| Acebuddy        | Please select an option!   | 2:46:24 AM         |
| David Weinstein | Other Issue  | 2:46:31 AM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 2:46:31 AM         |
| David Weinstein | Can you reset the server?  | 2:46:48 AM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 2:46:48 AM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 2:46:48 AM         |
|                 | <i>Shivam Singh accepted the chat transfer request.</i>  | 2:47:49 AM         |
|                 | <i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>                                       | 2:47:59 AM         |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>   | 2:48:07 AM         |
| David Weinstein | hello  | 2:48:10 AM         |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 2:48:12 AM         |
| David Weinstein | CCH Axxess Tax isn't working, I thought we'd try to reset the server?                                  | 2:48:31 AM         |
| Ashutosh Mishra | Sure we will reboot the serevr.  | 2:48:44 AM         |
| David Weinstein | thank you when should I log in?  | 2:49:01 AM         |
| Ashutosh Mishra | Please login after five minutes.   | 2:49:20 AM         |
|                 | I have started the reboot.   | 2:50:46 AM         |
|                 | Is there anything else I may help you with ?   | 2:51:23 AM         |
| David Weinstein | No I'll reboot   | 2:51:44 AM         |
| Ashutosh Mishra | Reboot is complete.  | 2:52:19 AM         |
|                 | Are we still connected here?   | 2:54:29 AM         |
|                 |  |                    |

|  |   |            |
|--|---|------------|
|  | Are we still connected here?  | 2:56:21 AM |
|  | Are we still connected here?  | 2:58:07 AM |
|  | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 2:59:03 AM |
|  | Ashutosh Mishra has ended this chat session   | 2:59:06 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 12:27:46 AM

#83630 kyuyeon

**Email:** tmcnaaccounting@taeyangusa.com ☎ 12486551405

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** DETROIT

**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 20 Secs

|          |   |                     |
|----------|---|---------------------|
| kyuyeon  | Hello, I am your Acebuddy                                       | 14 Nov, 12:27:46 AM |
| Acebuddy | Hello Kyuyeon, I'm your Ace Buddy. I'll be happy to assist you! | 12:27:47 AM         |
|          | Whom Would You Like to Connect With?                            | 12:27:47 AM         |
| kyuyeon  | Technical Support (QB & App Hosting)                            | 12:27:54 AM         |
| Acebuddy | Welcome to Ace Support.   | 12:27:54 AM         |
|          | Please chose an option :  | 12:27:54 AM         |
| kyuyeon  | I'd like to raise a Request                                     | 12:28:06 AM         |
|          |   |                     |

|                 |   |             |
|-----------------|---|-------------|
| Acebuddy        | Please select your request type.  | 12:28:06 AM |
| kyuyeon         | Office 365 Addition   | 12:28:12 AM |
| Acebuddy        | Please specify if you already have an Office365 subscription  | 12:28:12 AM |
| kyuyeon         | I already have O365 license   | 12:28:17 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 :                                | 12:28:17 AM |
|                 | <ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>  | 12:28:17 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.                                | 12:28:17 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. | 12:28:17 AM |
|                 | Do you need any further assistance on the topic?  | 12:28:17 AM |
| kyuyeon         | Yes   | 12:28:40 AM |
| Acebuddy        | Please wait while we connect you to our Support Representative  | 12:28:40 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 12:28:40 AM |
|                 | <i>Sourav Chhikara accepted the chat transfer request.</i>  | 12:28:45 AM |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.  | 12:29:04 AM |
| kyuyeon         | Hello   | 12:29:20 AM |
|                 | I want to know how to connect my office to QB hostion   | 12:29:42 AM |
| Sourav Chhikara | Could you please confirm your server name?  | 12:30:51 AM |
| kyuyeon         | Taeyang_Lee_Acct  | 12:31:26 AM |
| Sourav Chhikara | Thank you for the information, please allow me a moment to check.   | 12:31:59 AM |
| kyuyeon         | ok  | 12:32:07 AM |
| Sourav Chhikara | Could you confirm which one of these license you have?<br>O365 E3 <ul style="list-style-type: none"><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>                        | 12:33:05 AM |
| kyuyeon         | How could I check that license information?   | 12:34:36 AM |
| Sourav Chhikara | Login to portal.office.com to check in the account section which license you have.  | 12:35:26 AM |
|                 | If you are having difficulty let me know I can confirm that for you by taking remote of your local PC.  | 12:37:12 AM |
|                 | Kyuyeon, could you confirm if you are able to get the license information?  | 12:39:07 AM |
| kyuyeon         | no..I could n't find it   | 12:39:29 AM |
| Sourav Chhikara | May I take the remote access of your local computer?  | 12:39:40 AM |
|                 |   |             |

|                 |   |             |
|-----------------|---|-------------|
| kyuyeon         | yes   | 12:39:44 AM |
| Sourav Chhikara | Prior providing the access, I would suggest you to close any important documents at your end.   | 12:39:50 AM |
|                 | <a href="https://assist.acecloudhosting.com/join/7432620399">https://assist.acecloudhosting.com/join/7432620399</a>   | 12:40:02 AM |
|                 | Kindly paste this link in the browser of local computer and join the session.   | 12:40:11 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.            | 12:41:02 AM |
|                 | Could you confirm if your issue has been resolved?  | 1:18:02 AM  |
| kyuyeon         | Thanks all the things are resolved!   | 1:18:53 AM  |
| Sourav Chhikara | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 1:18:58 AM  |
|                 | 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! | 1:19:03 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>Sourav Chhikara has ended this chat session</i>  | 1:19:06 AM  |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83391 Kim Ferguson

Email: [kferguson@westmount.com](mailto:kferguson@westmount.com) 📞 18184587529

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

7 Nov, 1:02:43 AM

**City:** RESEDA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 2 Secs

|              |  |                   |
|--------------|--|-------------------|
| Kim Ferguson | Hello, I am your Acebuddy  | 7 Nov, 1:02:44 AM |
| Acebuddy     | Hello Kim Ferguson, I'm your Ace Buddy. I'll be happy to assist you!   | 1:02:45 AM        |
|              | Whom Would You Like to Connect With?   | 1:02:45 AM        |
| Kim Ferguson | Technical Support (QB & App Hosting)   | 1:02:57 AM        |
| Acebuddy     | Welcome to Ace Support.  | 1:02:57 AM        |
|              | Please chose an option :   | 1:02:57 AM        |
| Kim Ferguson | I'd like to report an Issue  | 1:03:05 AM        |
| Acebuddy     | Please select an option!   | 1:03:05 AM        |
| Kim Ferguson | QuickBooks Issue   | 1:03:19 AM        |
| Acebuddy     | What type of QuickBooks Issue are you facing?  | 1:03:19 AM        |
| Kim Ferguson | Other QB related issue   | 1:03:26 AM        |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative!                               | 1:03:27 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. | 1:46:46 AM        |

Ended due to chat idle timeout

1:46:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 8:55:40 PM


**#83825 CASSANDRA**  
**Email:** cassandra@cassandragalan.com ☎ 17149059342  
**Department:** Support(QB & App Hosting)  
**Operator:** Sourav Chhikara  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** SAN ANTONIO  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 17 Secs

|                 |   |                    |
|-----------------|---|--------------------|
| CASSANDRA       | Hello, I am your Acebuddy   | 19 Nov, 8:55:40 PM |
| Acebuddy        | Hello Cassandra, I'm your Ace Buddy. I'll be happy to assist you!   | 8:55:41 PM         |
|                 | Whom Would You Like to Connect With?  | 8:55:41 PM         |
| CASSANDRA       | Technical Support (QB & App Hosting)  | 8:55:47 PM         |
| Acebuddy        | Welcome to Ace Support.   | 8:55:47 PM         |
|                 | Please chose an option :  | 8:55:47 PM         |
| CASSANDRA       | I'd like to report an Issue   | 8:55:52 PM         |
| Acebuddy        | Please select an option!  | 8:55:53 PM         |
| CASSANDRA       | Other Issue   | 8:55:56 PM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!                          | 8:55:56 PM         |
| CASSANDRA       | Unable to log into hosted server  | 8:56:05 PM         |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 8:56:05 PM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 8:56:05 PM         |
|                 | <i>Sourav Chhikara accepted the chat transfer request.</i>  | 8:56:10 PM         |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.                        | 8:56:15 PM         |
| CASSANDRA       | Hi Chhikara. I am unable to log in.   | 8:56:25 PM         |
|                 | <i>8:56:44 PM</i> CASSANDRA is sharing a file with you<br><a href="#">Screenshot 2025-11-19 092634.png</a> - ( Size:50.2 KB ) | 8:56:44 PM         |
| Sourav Chhikara | Sure, I can help with that. Let me look into it for you.  | 8:56:45 PM         |
| CASSANDRA       | Thank you   | 8:56:49 PM         |
| Sourav Chhikara | May I take the remote access of your local computer?  | 8:57:31 PM         |
| CASSANDRA       | I dont think that is necessary. This has happened before and they were able to reset the account to let me log in.            | 8:57:48 PM         |
| Sourav Chhikara | Sure, allow me a moment to check. Meanwhile could you confirm do you remember your password?                                  | 8:58:15 PM         |
| CASSANDRA       | yes, and it hasn't been changed.  | 8:58:27 PM         |
|                 |   |                    |

|  |   |            |
|--|---|------------|
| Sourav Chhikara  | Alright I am pulling up details, please allow me a moment.  | 8:59:19 PM |
| CASSANDRA  | thank you   | 8:59:25 PM |
| Sourav Chhikara  | Cassandra I checked your account was locked due to multiple attempts. I have unlocked the account.<br>Could you please restart the RDP icon and try again? (Edited)   | 9:00:48 PM |
| CASSANDRA  | It is working now, thank you.   | 9:01:20 PM |
| Sourav Chhikara  | Is there anything else I may help you with ?  | 9:01:28 PM |
| CASSANDRA  | that was all  | 9:01:46 PM |
| Sourav Chhikara  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 9:01:51 PM |
|  | <p>Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 9:01:56 PM |
|  | <i>Sourav Chhikara has ended this chat session</i>  | 9:01:58 PM |
| <div></div> |   |            |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83460 Michelle Rowe

Email: [accounting@encompass-usa.com](mailto:accounting@encompass-usa.com) 📞 17342767986

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

10 Nov, 6:48:52 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Secs

|               |  |                    |
|---------------|--|--------------------|
| Michelle Rowe | Hello, I am your Acebuddy  | 10 Nov, 6:48:53 PM |
| Acebuddy      | Hello Michelle Rowe, I'm your Ace Buddy. I'll be happy to assist you!  | 6:48:54 PM         |
|               | Whom Would You Like to Connect With?   | 6:48:54 PM         |
| Michelle Rowe | Technical Support (QB & App Hosting)   | 6:49:03 PM         |
| Acebuddy      | Welcome to Ace Support.  | 6:49:03 PM         |
|               | Please chose an option :   | 6:49:03 PM         |
| Michelle Rowe | I'd like to raise a Request  | 6:49:10 PM         |
| Acebuddy      | Please select your request type.   | 6:49:10 PM         |
| Michelle Rowe | Password Reset   | 6:49:26 PM         |
| Acebuddy      | Please select an option below  | 6:49:26 PM         |
| Michelle Rowe | Not Enrolled to Selfcare Portal  | 6:49:33 PM         |
| Acebuddy      | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 6:49:33 PM         |
|               | Do you need any further assistance on the topic?   | 6:49:33 PM         |
| Michelle Rowe | No   | 6:49:49 PM         |
| Acebuddy      | Thank you for contacting Ace Support. Have a nice day!   | 6:49:49 PM         |
|               | <i>Acebuddy has ended this chat session</i>  | 6:49:50 PM         |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Nov, 9:15:00 PM

#83706 Jeff Reed

Email: jreed@thesevagroup.com ☎ 3025458911

Department: Support(QB & App Hosting)

**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 12 Secs  
**City:** WASHINGTON  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 16 Secs

|                |  |                    |
|----------------|--|--------------------|
| Jeff Reed      | Hello, I am your Acebuddy  | 17 Nov, 9:15:01 PM |
| Acebuddy       | Hello Jeff Reed, I'm your Ace Buddy. I'll be happy to assist you!  | 9:15:02 PM         |
|                | Whom Would You Like to Connect With?   | 9:15:02 PM         |
| Jeff Reed      | Technical Support (QB & App Hosting)   | 9:15:08 PM         |
| Acebuddy       | Welcome to Ace Support.  | 9:15:08 PM         |
|                | Please chose an option :   | 9:15:08 PM         |
| Jeff Reed      | I'd like to report an Issue  | 9:15:15 PM         |
| Acebuddy       | Please select an option!   | 9:15:16 PM         |
| Jeff Reed      | Password Reset   | 9:15:19 PM         |
| Acebuddy       | Please select an option below  | 9:15:19 PM         |
| Jeff Reed      | Not Enrolled to Selfcare Portal  | 9:15:24 PM         |
| Acebuddy       | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 9:15:24 PM         |
|                | Do you need any further assistance on the topic?   | 9:15:24 PM         |
| Jeff Reed      | Yes  | 9:15:35 PM         |
| Acebuddy       | Please wait while we connect you to our Support Representative   | 9:15:35 PM         |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   | 9:15:35 PM         |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>  | 9:15:51 PM         |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.  | 9:15:55 PM         |
|                | Hello Jeff   | 9:16:00 PM         |
| Jeff Reed      | hi   | 9:16:04 PM         |
|                | i am trying to reset a users password and there is no option to do that in the portal any longer   | 9:16:16 PM         |
|                | i can only turn on MFA, but that is not what i want to do  | 9:16:34 PM         |
|                |  |                    |

|                |  |            |
|----------------|--|------------|
| Shashwat Verma | I will surely help you with this issue.  | 9:16:42 PM |
| Jeff Reed      | thanks   | 9:16:46 PM |
| Shashwat Verma | Have swap the screen to right?   | 9:16:55 PM |
| Jeff Reed      | not sure what that means   | 9:17:07 PM |
| Shashwat Verma | There will be drop down menu button for the same   | 9:17:18 PM |
|                | May I take the remote access of your local computer?   | 9:17:26 PM |
| Jeff Reed      | sure   | 9:17:30 PM |
| Shashwat Verma | Will show you the same   | 9:17:32 PM |
| Jeff Reed      | ok   | 9:17:37 PM |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end.  | 9:17:46 PM |
|                | <a href="https://assist.acecloudhosting.com/join/7242642918">https://assist.acecloudhosting.com/join/7242642918</a>  | 9:17:47 PM |
|                | Kindly Click on the link and open the downloaded file.   | 9:17:50 PM |
|                | As per the remote session, we have mock you the portal functioning.  | 9:20:08 PM |
|                | It would be great if you could share your feedback after this chat ends. Thanks in advance!  | 9:20:11 PM |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 9:20:13 PM |
|                | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 9:20:15 PM |

*Shashwat Verma has ended this chat session*

9:20:17 PM




#83883 Sabrina  
Email: orders@refinedkind.com  
Department: Support(QB & App Hosting)  
Operator: Shubham Maurya  
Website: https://www.acecloudhosting.com/support-chat-mail.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 1 Min 16 Secs  
City: WILMINGTON  
State: Delaware  
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 12 Secs

|                |   |                     |
|----------------|---|---------------------|
| Sabrina        | Hello, I am your Acebuddy   | 20 Nov, 10:03:15 PM |
| Acebuddy       | Hello Sabrina, I'm your Ace Buddy. I'll be happy to assist you!                                       | 10:03:16 PM         |
|                | Whom Would You Like to Connect With?  | 10:03:16 PM         |
| Sabrina        | Technical Support (QB & App Hosting)  | 10:03:25 PM         |
| Acebuddy       | Welcome to Ace Support.   | 10:03:25 PM         |
|                | Please chose an option :  | 10:03:25 PM         |
| Sabrina        | I'd like to report an Issue   | 10:03:37 PM         |
| Acebuddy       | Please select an option!  | 10:03:37 PM         |
| Sabrina        | Other Issue   | 10:03:44 PM         |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  | 10:03:44 PM         |
| Sabrina        | Server Statistics RAM is 95%  | 10:04:10 PM         |
| Acebuddy       | Please wait while we connect you to a Support Representative  | 10:04:10 PM         |
|                | Acebuddy (bot) forwarded the chat request   | 10:04:10 PM         |
|                | 10:04:25 PMSabrina is sharing a file with you<br><a href="#">image.png</a> - ( Size:34.2 KB )         | 10:04:25 PM         |
|                | Shubham Maurya accepted the chat transfer request.  | 10:04:31 PM         |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. | 10:04:40 PM         |
|                | I will be surely assisting you with this. Kindly help me with your server name and user name?         | 10:05:23 PM         |
| Sabrina        | Refinedkind   | 10:06:49 PM         |
|                | RK_Orders   | 10:06:54 PM         |
| Shubham Maurya |   |                     |

|                |  |             |
|----------------|--|-------------|
|                | Thank you for the information Sabrina, please allow few minutes to check the same.   | 10:08:48 PM |
|                | <div>10:14:46 PMShubham Maurya is sharing a file with you</div> <div><a href="#">image.png</a> - ( Size:317.51 KB )</div>  | 10:14:46 PM |
|                | Thank you for your patience. Please refer to the screenshot above for an application-wise breakdown of   |             |
| Sabrina        | OK, what to do?  | 10:16:25 PM |
| Shubham Maurya | To prevent this, the best approach is to use a single application at a time. If that is not feasible, we can increase the server’s RAM, please note that additional RAM is billed at \$20 per GB. Kindly let us know if you would like to proceed with adding more RAM.  | 10:17:02 PM |
| Sabrina        | Everything at the top is used daily to operate the business.   | 10:18:38 PM |
|                | This have been the same in the past years, what has changed?   | 10:19:02 PM |
| Shubham Maurya | <p>The applications at the top are indeed used daily to run the business, and this has been the same in previous years.</p> <p>The current high RAM usage is mainly because several applications are running at the same time. While the usage itself hasn’t changed, running multiple apps simultaneously can sometimes slow down the server.</p> | 10:21:28 PM |
| Sabrina        | They have always run at the same time. What happens when it reaches 100%?/   | 10:22:56 PM |
| Shubham Maurya | High RAM usage can impact server performance, causing slowdowns, occasional lags, and in some cases, application crashes.  | 10:23:57 PM |
|                | For 5 users, we recommend adding 5 GB of RAM. If you choose this option, we can offer a discounted rate of \$18 per GB, bringing the total cost to <b>\$90</b> for the 5 GB upgrade.   | 10:24:25 PM |
| Sabrina        | How come some applications are listed more than once? They are all closed at end of day and reopened the next day.   | 10:25:08 PM |
| Shubham Maurya | Applications that appear more than once either belong to different users or have multiple instances (such as open tabs), which is why they are showing as duplicate entries. (Edited)  | 10:26:42 PM |
| Sabrina        | slack.exe for RK_Orders is listed twice and I only have one open   | 10:27:55 PM |
|                | <div>10:30:11 PMShubham Maurya is sharing a file with you</div> <div><a href="#">image.png</a> - ( Size:72.83 KB )</div>   | 10:30:11 PM |
|                | There are multiple instances of Slack running, but the two shown in the previous screenshot are the o  |             |
| Shubham Maurya | A single application may run multiple instances in the background to process its data and perform necessary tasks.   | 10:31:19 PM |
| Sabrina        | Ok, thank you for the clarification. I have passed this information to the president. as of now the RAM is down to 80%.  | 10:34:14 PM |
| Shubham Maurya | You are most welcome Sabrina ! Thank you for your understanding with us. We will keep this ticket open for few days if you want you can revert back to the same ticket number if required,   | 10:35:38 PM |
|                | Is there anything else I may help you with ?   | 10:35:40 PM |
| Sabrina        | That is all. Can this ticket be used to receive the discount?  | 10:36:10 PM |
| Shubham Maurya | Sure, I will update in notes about the discounted price so that you can proceed with that later.   | 10:36:53 PM |
|                | No worries.  | 10:36:57 PM |

|  |  |             |
|--|--|-------------|
| Sabrina  | Thank you.   | 10:37:02 PM |
| Shubham Maurya   | Have a good one !  | 10:37:14 PM |
|  | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.   | 10:37:16 PM |
|  | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 10:37:18 PM |
|  | <i>Shubham Maurya has ended this chat session</i>  | 10:37:27 PM |
| <div></div> |  |             |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83343 Michelle Clark

Email: [michelle@booksdoneeasy.com](mailto:michelle@booksdoneeasy.com) 📞 816-774-1750

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: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 48 Secs

|                |  |                    |
|----------------|--|--------------------|
| Michelle Clark | Hello, I am your Acebuddy  | 6 Nov, 12:12:59 AM |
| Acebuddy       | Hello Michelle Clark, I'm your Ace Buddy. I'll be happy to assist you!   | 12:12:59 AM        |
|                | Whom Would You Like to Connect With?   | 12:12:59 AM        |
| Michelle Clark | Technical Support (QB & App Hosting)   | 12:13:09 AM        |
| Acebuddy       | Welcome to Ace Support.  | 12:13:09 AM        |
|                | Please chose an option :   | 12:13:09 AM        |
| Michelle Clark | I'd like to raise a Request  | 12:13:20 AM        |
| Acebuddy       | Please select your request type.   | 12:13:20 AM        |
| Michelle Clark | Other Request  | 12:13:26 AM        |
| Acebuddy       | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 12:13:26 AM        |
|                | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 12:13:26 AM        |
|                | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.                             | 12:47:47 AM        |

Ended due to chat idle timeout

12:47:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83718 Stacy Ciolli

Email: wildfire1789@gmail.com 📞 19702274435

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

|              |  |                     |
|--------------|--|---------------------|
| Stacy Ciolli | Hello, I am your Acebuddy  | 18 Nov, 12:45:44 AM |
| Acebuddy     | Hello Stacy Ciolli, I'm your Ace Buddy. I'll be happy to assist you!   | 12:45:45 AM         |
|              | Whom Would You Like to Connect With?   | 12:45:45 AM         |
| Stacy Ciolli | Technical Support (QB & App Hosting)   | 12:45:47 AM         |
| Acebuddy     | Welcome to Ace Support.  | 12:45:47 AM         |
|              | Please chose an option :   | 12:45:47 AM         |
| Stacy Ciolli | I'd like to report an Issue  | 12:45:56 AM         |
| Acebuddy     | Please select an option!   | 12:45:56 AM         |
| Stacy Ciolli | QuickBooks Issue   | 12:45:59 AM         |
| Acebuddy     | What type of QuickBooks Issue are you facing?  | 12:45:59 AM         |
| Stacy Ciolli | Other QB related issue   | 12:46:07 AM         |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative!   | 12:46:07 AM         |
| Stacy Ciolli | ticket 802764 update and payroll fix not completed   | 12:46:47 AM         |
| Acebuddy     | Please wait while we connect you to a Support Representative   | 12:46:47 AM         |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   | 12:46:47 AM         |
|              | <i>Luv accepted the chat transfer request.</i>   | 12:47:07 AM         |
| Luv          | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.   | 12:47:15 AM         |
|              | How are you?   | 12:47:18 AM         |
| Stacy Ciolli | I'm am well  | 12:47:34 AM         |
| Luv          | Please allow me two minutes, I will check the ticket.  | 12:48:08 AM         |
| Stacy Ciolli | sure thing   | 12:48:15 AM         |
| Luv          | I Checked the ticket, as per the notes they have updated the QB and payroll, is the issue still there, if yes could you please tell me what error you are getting? | 12:49:50 AM         |
| Stacy Ciolli | They didn't I still have the issue and show 2023   | 12:50:16 AM         |
|              | it tells me I need to activate payroll in North fork and I am running 2023 premier subcontractor edition not 2024  | 12:51:10 AM         |
| Luv          | Okay, kindly allow me two minutes to check   | 12:51:35 AM         |
| Stacy Ciolli | ok   | 12:51:47 AM         |
| Luv          | Please stay connected I am checking a few details.   | 12:55:01 AM         |
| Stacy Ciolli | did you need to log in to see my screen  | 12:59:46 AM         |
|              |  |                     |

|              |   |            |
|--------------|---|------------|
| Luv          | No currently checking a few things on the server, please give me a few more minutes   | 1:00:28 AM |
| Stacy Ciolli | okay  | 1:00:34 AM |
|              | im running to the bathroom. I be back in a few mins   | 1:04:05 AM |
| Luv          | Okay take your time, I am working on it thank you for your patience.  | 1:04:22 AM |
|              | Hello Stacy are you there?  | 1:08:14 AM |
| Stacy Ciolli | yes   | 1:08:47 AM |
| Luv          | I am going to shadow your remote session from the server  | 1:09:18 AM |
|              | please close anything confidential just keep QB running   | 1:09:31 AM |
| Stacy Ciolli | okay  | 1:10:01 AM |
| Luv          | it should give you a prompt let me know when you are ready, I will request again  | 1:10:50 AM |
| Stacy Ciolli | I am nready   | 1:11:13 AM |
| Luv          | Sent the request again for Shadow.  | 1:11:34 AM |
| Stacy Ciolli | I am not seeing the usual popup   | 1:12:16 AM |
| Luv          | Yeah it keeps on saying refused the request, can you please share your email so i can send a zoho assist invite for remote session  | 1:13:05 AM |
| Stacy Ciolli | wildfire1789@gmail.com  | 1:13:25 AM |
| Luv          | just sent an invite, please follow the instructions on it.  | 1:14:18 AM |
|              | Can you please open the company file  | 1:15:20 AM |
|              | please enter the password   | 1:16:56 AM |
|              | It shows the service as Active, where do you get the error?   | 1:19:32 AM |
|              | are you there?  | 1:20:53 AM |
| Stacy Ciolli | I am here   | 1:56:03 AM |
| Luv          | I am going to Get this ticket escalated and they will reach out to you for the call with Intuit, I will be emailing you after the chat, please share your availability accordingly. | 1:56:58 AM |
|              | thank you for your patience, issue seems to be on intuit end, as the qb is not fetching the active license.   | 1:57:25 AM |
| Stacy Ciolli | I am available today until 4pm mountain time  | 1:57:36 AM |
| Luv          | okay, I will put the availability in notes, is there anything else i can assist you with?   | 1:58:04 AM |
| Stacy Ciolli | no not at the moment  | 1:58:37 AM |
| Luv          | Thank you for your patience, have a beautiful rest of your day.   | 1:58:53 AM |
|              | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.   | 1:58:58 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

1:59:03 AM

*Luv has ended this chat session*

1:59:07 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 3:42:06 AM

**#83729 Chase Scott**

**Email:** [chases@cfcpapc.com](mailto:chases@cfcpapc.com) 📞 2107485846

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

**Operator:** Luv

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** MCALLEN

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 43 Secs

|             |   |                    |
|-------------|---|--------------------|
| Chase Scott | Hello, I am your Acebuddy   | 18 Nov, 3:42:06 AM |
| Acebuddy    | Hello Chase Scott, I'm your Ace Buddy. I'll be happy to assist you! | 3:42:07 AM         |
|             | Whom Would You Like to Connect With?                                | 3:42:07 AM         |
| Chase Scott | Technical Support (QB & App Hosting)                                | 3:42:11 AM         |
| Acebuddy    | Welcome to Ace Support.   | 3:42:11 AM         |
|             |   |                    |

|             |  |            |
|-------------|--|------------|
|             | Please chose an option :   | 3:42:11 AM |
| Chase Scott | I'd like to report an Issue  | 3:42:20 AM |
| Acebuddy    | Please select an option!   | 3:42:20 AM |
| Chase Scott | QuickBooks Issue   | 3:42:24 AM |
| Acebuddy    | What type of QuickBooks Issue are you facing?  | 3:42:24 AM |
| Chase Scott | Other QB related issue   | 3:42:34 AM |
| Acebuddy    | Please specify the issue you are facing before I connect you to an available support representative! | 3:42:34 AM |
| Chase Scott | Quickbooks will not open   | 3:42:44 AM |
| Acebuddy    | Please wait while we connect you to a Support Representative   | 3:42:45 AM |
|             | <i>Acebuddy (bot) forwarded the chat request</i>   | 3:42:45 AM |
|             | <i>Gaurava Tyagi declined the transfer request.</i>  | 3:43:05 AM |
|             | <i>Luv accepted the chat transfer request.</i>   | 3:43:11 AM |
| Luv         | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.           | 3:43:24 AM |
|             | How are you?   | 3:43:39 AM |
| Chase Scott | Hello we are trying to open QBs on the server and it is stuck trying to open                         | 3:44:01 AM |
| Luv         | Okay I will surely help you with that, May I have your account and server name?                      | 3:44:21 AM |
| Chase Scott | QBNXTPRE.myrealddata.net   | 3:44:48 AM |
| Luv         | Okay, what version of QB are you using?  | 3:45:10 AM |
| Chase Scott | This is QB19   | 3:45:21 AM |
|             | accountant   | 3:45:29 AM |
| Luv         | Okay allow me 2 minutes I am logging into the server   | 3:45:49 AM |
| Chase Scott | username: ErikaG.Npre@myrealddata.net  | 3:46:26 AM |
|             | if needed  | 3:46:28 AM |
| Luv         | Alright, I am connected Bare with me   | 3:47:18 AM |
| Chase Scott | it has been stuck like this  | 3:47:19 AM |
| Luv         | I understand, I am checking the issue, bare with me  | 3:49:18 AM |
|             | I have to reboot the server  | 3:56:50 AM |
| Chase Scott | This user on this PC has a meetying in 3 minutes am I able to connect back with you from my desk?    | 3:56:57 AM |
|             | meeting*   | 3:57:05 AM |
| Luv         | I can ask for an update after the reboot on the ticket via email if that works?                      | 3:57:47 AM |
| Chase Scott | ok chases@cfcpapc.com  | 3:57:57 AM |
| Luv         | Okay thank you for your patience, is there anything else i can help you with?                        | 3:58:24 AM |

|             |  |            |
|-------------|--|------------|
| Chase Scott | no thanks  | 3:58:30 AM |
| Luv         | have a nice rest of your day.  | 3:58:42 AM |
|             | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 3:58:45 AM |
|             | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 3:58:49 AM |
|             | <i>Luv has ended this chat session</i>   | 3:58:50 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 11:34:07 PM

#83564 Joe Nibali

Email: [jnibali@ameripharma.us](mailto:jnibali@ameripharma.us)

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: ORANGE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 4 Secs



|            |   |                     |
|------------|---|---------------------|
| Joe Nibali | Hello, I am your Acebuddy   | 12 Nov, 11:34:08 PM |
| Acebuddy   | Hello Joe Nibali, I'm your Ace Buddy. I'll be happy to assist you!  | 11:34:08 PM         |
|            | Whom Would You Like to Connect With?  | 11:34:08 PM         |
| Joe Nibali | Technical Support (QB & App Hosting)  | 11:34:59 PM         |
| Acebuddy   | Welcome to Ace Support.   | 11:35:00 PM         |
|            | Please chose an option :  | 11:35:00 PM         |
| Joe Nibali | Setback   | 11:35:06 PM         |
| Acebuddy   | Hello Joe Nibali, I'm your Ace Buddy. I'll be happy to assist you!  | 11:35:06 PM         |
|            | Whom Would You Like to Connect With?  | 11:35:06 PM         |
| Joe Nibali | Managed IT  | 11:35:10 PM         |
| Acebuddy   | Please wait while we connect you to an available Representative.  | 11:35:10 PM         |
|            | <i>Acebuddy (bot) forwarded the chat request</i>  | 11:35:10 PM         |
|            | <i>Pradeep Kumar accepted the chat transfer request.</i>  | 11:35:21 PM         |
|            | <i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>   | 11:35:35 PM         |
|            | <i>Luv accepted the chat transfer request.</i>  | 11:35:41 PM         |
| Luv        | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.  | 11:35:53 PM         |
| Joe Nibali | Hi, my name is Joe Nibali. I am a IT Tech from Harpers Pharmacy CID75489  | 11:36:18 PM         |
|            | I wanted to ask about installing new software to our Ace Cloud server. Specifically regarding addons for our current QB setup   | 11:36:45 PM         |
| Luv        | I will surely help you with this issue. Kindly let me know the software name and specify the addons?  | 11:37:49 PM         |
|            | This message has been deleted   | 11:38:18 PM         |
| Joe Nibali | We already have Quickbooks installed. We wanted to look into installing the "SaasAnt Transactions - Bulk import" addon to it as well  | 11:38:58 PM         |
| Luv        | Kindly allow me two minutes to check the same.  | 11:39:31 PM         |
| Joe Nibali | I also wanted to get more information about this process. Is it possible for us to install addons and updates ourselves, or do we have to put in a request with you to do so  | 11:39:36 PM         |
| Luv        | Let me check the process and update you, allow me 2minutes  | 11:39:59 PM         |
|            | Is it possible for you to provide us with the setup file for this specific add on that you are requesting? We can assist with installing it on your server.   | 11:43:06 PM         |
| Joe Nibali | So just to clarify we are not able to do these installs ourselves. We have to provide you the install file to have it installed to our server correct?  | 11:44:29 PM         |
| Luv        | Unfortunately, you won't be able to install it yourselves, as doing so is restricted and may affect other active users on the server or cause a system restart. Could you please provide us with the setup file for this add-on and specify the location of the installer? We will schedule the installation at an appropriate time. (Edited) | 11:47:10 PM         |
|            |   |                     |

|            |   |             |
|------------|---|-------------|
| Joe Nibali | Ok thank you. Let me get back to you as I first want to double check what we would like to install. I just wanted to get more information on how this setup process works. When I am ready with the install files I will reach back out   | 11:49:41 PM |
| Luv        | Sure you can email us at any time happy to help, is there anything else I can assist you with?  | 11:50:16 PM |
| Joe Nibali | What is the best email to send this request too?  | 11:50:42 PM |
| Luv        | support@acecloudhosting.com you can email us on this one, which will create a service request that we can follow up on.   | 11:51:53 PM |
| Joe Nibali | Ok thank you  | 11:52:02 PM |
| Luv        | no problem, thank you for choosing Ace, have a wonderful day ahead.   | 11:52:31 PM |
|            | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.   | 11:52:38 PM |
|            | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 11:53:00 PM |
|            | <i>Luv has ended this chat session</i>  | 11:53:12 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83536 Kimberly Mallard

Email: kim@mallardcpa.com 📞 2524122533

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

12 Nov, 12:55:14 AM

**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** GREENVILLE  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins

|                      |   |                     |
|----------------------|---|---------------------|
| Kimberly Mallard     | Hello, I am your Acebuddy   | 12 Nov, 12:55:14 AM |
| Acebuddy             | Hello Kimberly Mallard, I'm your Ace Buddy. I'll be happy to assist you!  | 12:55:15 AM         |
|                      | Whom Would You Like to Connect With?  | 12:55:15 AM         |
| Kimberly Mallard     | Technical Support (QB & App Hosting)  | 12:55:18 AM         |
| Acebuddy             | Welcome to Ace Support.   | 12:55:18 AM         |
|                      | Please chose an option :  | 12:55:18 AM         |
| Kimberly Mallard     | I'd like to report an Issue   | 12:55:22 AM         |
| Acebuddy             | Please select an option!  | 12:55:22 AM         |
| Kimberly Mallard     | Other Issue   | 12:55:27 AM         |
| Acebuddy             | Please specify the issue you are facing before I connect you to an available support representative!                              | 12:55:27 AM         |
| Kimberly Mallard     | unable to connect to virtual server. Same issue I had less than an hour ago that you had fixed and is now not working again       | 12:56:09 AM         |
| Acebuddy             | Please wait while we connect you to a Support Representative  | 12:56:10 AM         |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>  | 12:56:10 AM         |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>   | 12:56:35 AM         |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.                       | 12:56:40 AM         |
| Kimberly Mallard     | okay thank you  | 12:56:55 AM         |
| Abhay Kumar Saraswat | I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue. | 12:57:15 AM         |
| Kimberly Mallard     | so what do we need to do to fix it again  | 12:57:40 AM         |
| Abhay Kumar Saraswat | I'll surely assist you in this.   | 12:58:25 AM         |
|                      | Is this for account: <b>Kim Mallard CPA PLLC</b> ?  | 12:58:39 AM         |
| Kimberly Mallard     | yes   | 12:58:49 AM         |
| Abhay Kumar Saraswat | Thanks for the confirmation !   | 12:58:54 AM         |
|                      | Could you please confirm what error you are <b>encountering</b> while connecting to the <b>ACE server</b> ?                       | 1:00:05 AM          |
|                      |   |                     |

|                         |   |            |
|-------------------------|---|------------|
|                         | <i>1:01:09 AM</i> Kimberly Mallard is sharing a file with you<br><a href="#">image.png</a> - ( Size:24.04 KB )  | 1:01:09 AM |
|                         | Thank you for sharing the screenshot with us.   | 1:01:45 AM |
|                         | May I take the remote access of your local computer?  | 1:01:49 AM |
| Kimberly Mallard        | okay. give me a second. the previous person did not have to do that. why do you?  | 1:02:21 AM |
| Abhay Kumar<br>Saraswat | As I chekxed, your account has been locked due to multiple incorrect password attempts.   | 1:03:23 AM |
|                         | Let me unlock you.  | 1:03:30 AM |
|                         | Now, can you try again please?  | 1:04:00 AM |
| Kimberly Mallard        | I'm surprised by your message. Yes, let me see if it works now.   | 1:04:18 AM |
| Abhay Kumar<br>Saraswat | Sure.   | 1:04:25 AM |
| Kimberly Mallard        | It's working now. but can I log out and try to log back in. I want to make sure it will work still after logging out. Has my password expired?  | 1:05:38 AM |
| Abhay Kumar<br>Saraswat | Sure, you can try.  | 1:06:28 AM |
|                         | Could you please confirm when you changed your password last time?  | 1:07:22 AM |
| Kimberly Mallard        | Okay. It's still working. I didn't change my password. It's been a while since I last have. I honestly don't remember   | 1:07:38 AM |
| Abhay Kumar<br>Saraswat | I apologize for the confusion.<br><br>The reason I requested a remote session is to check your Remote Setup file and ensure everything is configured correctly. Although you mentioned that the issue was resolved earlier, you are still experiencing the same problem and are unable to log in to the ACE server. | 1:07:52 AM |
|                         | No worries.   | 1:08:07 AM |
| Kimberly Mallard        | Okay. We can do a remote  | 1:08:12 AM |
| Abhay Kumar<br>Saraswat | Is there anything else I may help you with ?  | 1:08:13 AM |
|                         | Not at the moment, since you have successfully logged in to the server, as you confirmed.   | 1:08:56 AM |
| Kimberly Mallard        | Okay thank you  | 1:09:13 AM |
| Abhay Kumar<br>Saraswat | My pleasure to assist you.  | 1:09:27 AM |
|                         | Is there anything else I may help you with ?  | 1:09:30 AM |
| Kimberly Mallard        | no, that's it. thank you  | 1:09:59 AM |
| Abhay Kumar<br>Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  | 1:10:05 AM |
|                         | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>                           |            |

|  |  |            |
|--|--|------------|
|  | working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> .<br>Thanks!                                    | 1:10:10 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> )                                    |            |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 1:10:13 AM |
|  | <i>Abhay Kumar Saraswat has ended this chat session</i>  | 1:10:15 AM |



# Chat Transcript

Hello, I am your Acebuddy

|  |                     |
|--|---------------------|
| Visitor Details  | 20 Nov, 10:10:57 PM |
| <b>#83884 queenie crisostomo</b><br><b>Email:</b> crisostomoqueenie956@gmail.com<br><b>Department:</b> Support(QB & App Hosting)<br><b>Operator:</b> Shashwat Verma<br><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat-mail.php">https://www.acecloudhosting.com/support-chat-mail.php</a><br><b>Operating System:</b> Microsoft Windows<br><b>Browser:</b> Google Chrome<br><b>Device:</b> Desktop<br><b>Average Response Time:</b> 31 Secs<br><b>City:</b> DASMARINAS<br><b>State:</b> Cavite<br><b>Country:</b> PHILIPPINES |                     |

Chat Transcript

Chat Duration : 22 Mins 38 Secs

|                    |  |                     |
|--------------------|--|---------------------|
| queenie crisostomo | Hello, I am your Acebuddy  | 20 Nov, 10:10:58 PM |
| Acebuddy           | Hello Queenie Crisostomo, I'm your Ace Buddy. I'll be happy to assist you! | 10:10:58 PM         |
|                    | Whom Would You Like to Connect With?                                       | 10:10:58 PM         |
| queenie crisostomo | Technical Support (QB & App Hosting)                                       | 10:11:05 PM         |
| Acebuddy           | Welcome to Ace Support.  | 10:11:05 PM         |
|                    |  |                     |

|                    |  |             |
|--------------------|--|-------------|
|                    | Please chose an option :   | 10:11:05 PM |
| queenie crisostomo | I'd like to raise a Request  | 10:11:15 PM |
| Acebuddy           | Please select your request type.   | 10:11:15 PM |
| queenie crisostomo | Other Request  | 10:11:36 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. | 10:11:36 PM |
|                    | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 10:11:36 PM |
| queenie crisostomo | Yes, I'm facing issues with my server  | 10:11:45 PM |
| Acebuddy           | Please select an option!   | 10:11:45 PM |
| queenie crisostomo | QuickBooks Issue   | 10:11:51 PM |
| Acebuddy           | What type of QuickBooks Issue are you facing?  | 10:11:51 PM |
| queenie crisostomo | QuickBooks Login Issue   | 10:11:59 PM |
| Acebuddy           | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue                         | 10:11:59 PM |
|                    | Was that helpful?  | 10:11:59 PM |
| queenie crisostomo | No   | 10:12:05 PM |
| Acebuddy           | No issues, please wait while I connect you to one our support engineers who'd assist you further.  | 10:12:05 PM |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   | 10:12:05 PM |
|                    | <i>Shashwat Verma accepted the chat transfer request.</i>  | 10:12:21 PM |
| Shashwat Verma     | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.  | 10:12:25 PM |
|                    | Hello  | 10:12:29 PM |
| queenie crisostomo | hi can you help me i need to access the other business of my client  | 10:12:52 PM |
| Shashwat Verma     | Are you able to access the server?   | 10:13:06 PM |
| queenie crisostomo | yes im in  | 10:13:16 PM |
|                    | i just cant get in to other business of my client  | 10:13:41 PM |
| Shashwat Verma     | I will surely help you with this issue.  | 10:14:47 PM |
|                    | May I take the remote access of your local computer?   | 10:14:50 PM |
| queenie crisostomo | yes  | 10:14:56 PM |
| Shashwat Verma     | <a href="https://assist.acecloudhosting.com/join/1662140749">https://assist.acecloudhosting.com/join/1662140749</a>  | 10:15:12 PM |
|                    | Kindly Click on the link and open the downloaded file.   | 10:15:16 PM |
|                    | As per the remote session, issue resolved by finding the Qb file   | 10:33:30 PM |
|                    | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 10:33:32 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

10:33:34 PM

*Shashwat Verma has ended this chat session*

10:33:36 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Nov, 10:51:22 PM

**#83711 Rick Fobear**  
**Email:** rick@beartechalloys.com 📞 17145501700  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 24 Mins

|             |  |                     |
|-------------|--|---------------------|
| Rick Fobear | Hello, I am your Acebuddy                                    | 17 Nov, 10:51:23 PM |
| Acebuddy    | Hello Rick, I'm your Ace Buddy. I'll be happy to assist you! | 10:51:23 PM         |
|             | Whom Would You Like to Connect With?                         | 10:51:23 PM         |
| Rick Fobear | Technical Support (QB & App Hosting)                         | 10:51:30 PM         |
|             |  |                     |

|                 |  |             |
|-----------------|--|-------------|
| Acebuddy        | Welcome to Ace Support.  | 10:51:30 PM |
|                 | Please chose an option :   | 10:51:30 PM |
| Rick Fobear     | I'd like to report an Issue  | 10:51:48 PM |
| Acebuddy        | Please select an option!   | 10:51:48 PM |
| Rick Fobear     | Other Issue  | 10:51:55 PM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 10:51:55 PM |
|                 | <i>10:53:08 PMRick Fobear is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:17.0 KB )   | 10:53:08 PM |
|                 | Please wait while we connect you to a Support Representative   | 10:53:09 PM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 10:53:09 PM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 10:53:27 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.   | 10:53:33 PM |
|                 | Hello Rick   | 10:53:39 PM |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 10:53:45 PM |
| Rick Fobear     | Hello, it's BeartechAlloys.myrealdate.net  | 10:54:47 PM |
| Shubham Kataria | Thank you for the information. Please allow me two minutes to check the same.  | 10:55:08 PM |
|                 | I have checked your server and found D drive is totally exhausted that's why you're getting this error while accessing QB company file                               | 10:57:05 PM |
|                 | <i>10:57:29 PMRick Fobear is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:67.36 KB )  | 10:57:29 PM |
|                 | As per ticket #792822, we have already provided you with the pricing for upgrading the D drive space.  | 10:58:24 PM |
| Rick Fobear     | Back on Nov 5th we were supposed to be upgraded to the Business Essential plan so we should have 160GB of space, why are we low? Why do I only show 50GB on this PC? | 10:59:20 PM |
|                 | I have an email from Akash Seth confirming   | 11:00:10 PM |
|                 | on Nov 5th   | 11:00:19 PM |
|                 | <i>11:00:36 PMRick Fobear is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:34.17 KB )  | 11:00:36 PM |
| Shubham Kataria | As I can see, we upgraded your server’s RAM, not the storage space, to ensure you don’t experience any slowness.   | 11:02:00 PM |
|                 | But currently your D drive is totally exhausted that's why the company file is not opening up  | 11:02:36 PM |
|                 | <i>11:03:08 PMShubham Kataria is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:2.64 KB )<br><br><i>There is only 8 kb of space left</i>          | 11:03:08 PM |
| Rick Fobear     | You updated the ram to 36GB and I'm suppose to receive 10 GB of storage for each of my users so  | 11:03:18 PM |

|                 |   |             |
|-----------------|---|-------------|
|                 | 160GB is what I should have   |             |
|                 | Here's an email from Akash from Nov 3rd explaining this   | 11:04:18 PM |
|                 | <i>11:04:34 PMRick Fobear is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:51.16 KB )   | 11:04:34 PM |
|                 | Is Akash available? I have employees that cannot login right now and we are wasting time  | 11:05:51 PM |
| Shubham Kataria | I have checked the email and as of now adding 10 GB of space in D drive and also confirming with Akash and will inform you over email.  | 11:06:54 PM |
| Rick Fobear     | I need them to be able to go to work  | 11:06:56 PM |
| Shubham Kataria | Sure, i have added the space  | 11:07:29 PM |
|                 | Kindly try to access QB company file now  | 11:07:41 PM |
| Rick Fobear     | It's 10 GB per account and I pay for 16 accounts. 16 X 10 = 160GB   | 11:07:44 PM |
| Shubham Kataria | Yes, we will confirm with the team and inform you shortly. As of now you may start using QB   | 11:08:24 PM |
|                 | Temporarily space has been added in D drive.  | 11:08:39 PM |
| Rick Fobear     | We were work on Friday, why did it change over the weekend?   | 11:09:36 PM |
|                 | <i>The visitor's name was changed from Rick to Rick Fobear.</i>   | 11:10:25 PM |
| Shubham Kataria | Nothing was changed from our end. When users work on their company file and save changes, the file becomes larger, which is why it consumed more space.                             | 11:11:23 PM |
| Rick Fobear     | Why wasn't the extra space added on Nov 5 when Akash confirmed?   | 11:12:10 PM |
| Shubham Kataria | And as I can see currently you have 120 GB space in C drive and 60 GB in D drive - in total 180 GB of space on the server.  | 11:12:13 PM |
|                 | Since we did not receive a request to increase the storage and you already have 180 GB of space on both drives that's why Akash offered you an additional 50 GB for \$25 per month. | 11:13:57 PM |
|                 | <i>11:14:20 PMRick Fobear is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:46.16 KB )   | 11:14:20 PM |
|                 | But no problem currently we have added space in D drive so that your work won't hamper  | 11:14:22 PM |
| Rick Fobear     | Why is C using so much space? I see 109GB at 100% use   | 11:15:06 PM |
| Shubham Kataria | Let me check the C drive as well and delete if something available to delete  | 11:15:15 PM |
|                 | In the meantime you may use the QuickBooks now  | 11:15:47 PM |
| Rick Fobear     | We currently only have 11 of 16 users logged in and it's running really slow?   | 11:17:48 PM |
|                 | is this normal?   | 11:18:15 PM |
|                 | <i>11:18:20 PMRick Fobear is sharing a file with you</i><br><a href="#">image.png</a> - ( Size:61.59 KB )   | 11:18:20 PM |
| Shubham Kataria | Kindly confirm if everyone facing slowness or only you're facing this   | 11:18:26 PM |
| Rick Fobear     | at least two in my office   | 11:18:55 PM |
| Shubham Kataria | Alright, Please confirm are they both using same network?   | 11:19:31 PM |

|                 |  |             |
|-----------------|--|-------------|
| Rick Fobear     | Now other users are saying they are having issues  | 11:20:10 PM |
|                 | <i>11:20:15 PMRick Fobear is sharing a file with you</i><br><i><a href="#">image.png</a> - ( Size:50.5 KB )</i>  | 11:20:15 PM |
| Shubham Kataria | I will surely help you with this issue. Please allow me 3-4 minutes to check few configuration from backend.   | 11:20:57 PM |
| Rick Fobear     | ok   | 11:22:01 PM |
|                 | <i>11:22:08 PMRick Fobear is sharing a file with you</i><br><i><a href="#">image.png</a> - ( Size:60.21 KB )</i>   | 11:22:08 PM |
|                 | <i>11:23:37 PMRick Fobear is sharing a file with you</i><br><i><a href="#">image.png</a> - ( Size:39.01 KB )</i>   | 11:23:37 PM |
| Shubham Kataria | Memory is fine. We are currently reviewing the server report to determine the time periods during which users are experiencing slowness.   | 11:24:33 PM |
|                 | Kindly confirm if this is the first time user are facing slowness on the server?   | 11:25:37 PM |
|                 | and also confirm if the slowness came while using QB only or coming in entire server   | 11:26:01 PM |
| Rick Fobear     | Memory is fine because only 11 of 16 users are signed in   | 11:26:41 PM |
|                 | I've been talking to Ace for months concerning storage and slowness. The answer always seems to be spend more money  | 11:27:40 PM |
| Shubham Kataria | I deeply apologize for the inconvenience caused to you.  | 11:28:06 PM |
| Rick Fobear     | Now user KathyF_BAI is frozen and can not login  | 11:28:14 PM |
| Shubham Kataria | Is she unable to login in QB?  | 11:28:46 PM |
| Rick Fobear     | Windows locked up  | 11:30:35 PM |
|                 | <i>11:31:05 PMShubham Kataria is sharing a file with you</i><br><i><a href="#">image.png</a> - ( Size:3.15 KB )</i><br><br><i>As I can see currently she is disconnected state</i> | 11:31:05 PM |
| Shubham Kataria | Let me sign out her so that she can login again  | 11:31:30 PM |
| Rick Fobear     | QB was frozen and I was able to use task manager and close the task. I just had her log out  | 11:31:52 PM |
| Shubham Kataria | Please ask her to login now  | 11:32:13 PM |
| Rick Fobear     | and now she's going to log back in   | 11:32:24 PM |
| Shubham Kataria | After that we will connect over the remote to resolve the slowness issue.  | 11:32:31 PM |
|                 | Sure   | 11:32:38 PM |
|                 | Kindly confirm is she able to access server now.   | 11:36:35 PM |
| Rick Fobear     | User Danielle was frozen and I just walked her through using task manager to shut down QB and reopen it  | 11:37:34 PM |
|                 | Yes, both Kathy and Danielle are back in   | 11:37:57 PM |
|                 |  |             |

|                 |  |                     |
|-----------------|--|---------------------|
| Shubham Kataria | Alright  | 11:38:04 PM         |
|                 | May I take the remote access of any user local computer who is facing slowness on the server?  | 11:38:32 PM         |
|                 | <i>11:38:34 PM</i> Rick Fobear is sharing a file with you<br><a href="#">image.png</a> - ( Size:77.08 KB )   | 11:38:34 PM         |
|                 | <i>11:38:39 PM</i> Rick Fobear is sharing a file with you<br><a href="#">image.png</a> - ( Size:34.44 KB )   | 11:38:39 PM         |
| Rick Fobear     | sure, you can look at mine   | 11:39:50 PM         |
| Shubham Kataria | memory is fine. I have checked the utilization report as well but the users still facing the issue that's why We need to perform few troubleshooting on user's end. (Edited)   | 11:40:13 PM         |
|                 | Prior providing the access, I would suggest you to close any important documents at your end.  | 11:40:33 PM         |
|                 | <a href="https://assist.acecloudhosting.com/join/4922746396">https://assist.acecloudhosting.com/join/4922746396</a>  | 11:40:49 PM         |
|                 | Kindly paste this link in the browser of local computer and join the session.  | 11:40:54 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. | 11:43:17 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.   | 18 Nov, 12:15:38 AM |
|                 | <i>Ended due to chat idle timeout</i>  | 12:15:38 AM         |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83792 Michelle Olayvar

Email: michelle@abairbags.com 📞 760-268-1000

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: BATTLE CREEK

19 Nov, 1:37:22 AM

**State:** Iowa  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 21 Secs

|                  |  |                    |
|------------------|--|--------------------|
| Michelle Olayvar | Hello, I am your Acebuddy  | 19 Nov, 1:37:22 AM |
| Acebuddy         | Hello Michelle Olayvar, I'm your Ace Buddy. I'll be happy to assist you!                               | 1:37:23 AM         |
|                  | Whom Would You Like to Connect With?   | 1:37:23 AM         |
| Michelle Olayvar | Technical Support (QB & App Hosting)   | 1:37:28 AM         |
| Acebuddy         | Welcome to Ace Support.  | 1:37:28 AM         |
|                  | Please chose an option :   | 1:37:28 AM         |
| Michelle Olayvar | I'd like to report an Issue  | 1:37:34 AM         |
| Acebuddy         | Please select an option!   | 1:37:34 AM         |
| Michelle Olayvar | Other Issue  | 1:37:39 AM         |
| Acebuddy         | Please specify the issue you are facing before I connect you to an available support representative!   | 1:37:39 AM         |
| Michelle Olayvar | User ID isn't working  | 1:37:53 AM         |
| Acebuddy         | Please wait while we connect you to a Support Representative   | 1:37:54 AM         |
|                  | <i>Acebuddy (bot) forwarded the chat request</i>   | 1:37:54 AM         |
|                  | <i>Sourav Chhikara accepted the chat transfer request.</i>   | 1:38:17 AM         |
| Sourav Chhikara  | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today. | 1:38:23 AM         |
| Michelle Olayvar | Hello, thank you   | 1:38:34 AM         |
|                  | Re:[## 802717 ##] USER: myrealddata\RamonaD  | 1:38:44 AM         |
|                  | that user isn't working  | 1:38:48 AM         |
|                  | can you please confirm that is still valid?  | 1:39:01 AM         |
| Sourav Chhikara  | Sure, I can help with that. Let me look into it for you.   | 1:39:14 AM         |
| Michelle Olayvar | thank you  | 1:39:27 AM         |
|                  | we reset her PW yesterday per ticket #802717   | 1:40:09 AM         |
| Sourav Chhikara  | Could you confirm if it was working in the first go? before resetting the password?                    | 1:40:41 AM         |
| Michelle Olayvar | Yes, it used to work but she didn't use it for a while   | 1:41:17 AM         |
| Sourav Chhikara  | No worries Michelle, please allow me 2 mins to check the details.                                      | 1:41:58 AM         |
| Michelle Olayvar | Ok   | 1:42:27 AM         |
| Sourav Chhikara  | This is the user name right? <b>RamonaD</b>  | 1:43:06 AM         |
| Michelle Olayvar |  |                    |

|                  |   |            |
|------------------|---|------------|
|                  | yes   | 1:43:58 AM |
| Sourav Chhikara  | May I take the remote access of your local computer?  | 1:44:29 AM |
| Michelle Olayvar | yes, go ahead   | 1:44:37 AM |
| Sourav Chhikara  | <a href="https://assist.acecloudhosting.com/join/3992558411">https://assist.acecloudhosting.com/join/3992558411</a>   | 1:44:48 AM |
|                  | Prior providing the access, I would suggest you to close any important documents at your end.   | 1:44:52 AM |
|                  | Kindly paste this link in the browser of local computer and join the session.   | 1:45:01 AM |
| Michelle Olayvar | Ok, one sec   | 1:45:37 AM |
| Sourav Chhikara  | I checked that the user was locked due to wrong passwords entered multiple times. I have unlocked the user.   | 1:45:46 AM |
| Michelle Olayvar | 399-255-8411  | 1:45:59 AM |
| Sourav Chhikara  | Do you have the credentials for the user?   | 1:46:07 AM |
| Michelle Olayvar | her PW, yes   | 1:46:16 AM |
|                  | that worked!  | 1:46:51 AM |
| Sourav Chhikara  | Is the user able to login now?  | 1:47:05 AM |
| Michelle Olayvar | Yes, ty!!   | 1:47:14 AM |
| Sourav Chhikara  | Glad to know that, Is there anything else I may help you with ?   | 1:47:27 AM |
| Michelle Olayvar | No, ty for your help!   | 1:47:35 AM |
| Sourav Chhikara  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 1:47:37 AM |
|                  | 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! | 1:47:42 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>Sourav Chhikara has ended this chat session</i>  | 1:47:44 AM |



Hello, I am your Acebuddy

Visitor Details 18 Nov, 10:06:36 AM

**Email:** [rsachdej@aimws.com](mailto:rsachdej@aimws.com)

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

## Average Response Time: 25 Secs

**City:** YIGO

**State:** Guam

**Country:** GUAM

Chat Duration : 35 Mins 58 Secs

|                |   |                     |
|----------------|---|---------------------|
| Bobby          | Hello, I am your Acebuddy   | 18 Nov, 10:06:36 AM |
| Acebuddy       | Hello Bobby, I'm your Ace Buddy. I'll be happy to assist you!   | 10:06:37 AM         |
|                | Whom Would You Like to Connect With?  | 10:06:37 AM         |
| Bobby          | Technical Support (QB & App Hosting)  | 10:06:52 AM         |
| Acebuddy       | Welcome to Ace Support.   | 10:06:52 AM         |
|                | Please chose an option :  | 10:06:52 AM         |
| Bobby          | I'd like to report an Issue   | 10:07:06 AM         |
| Acebuddy       | Please select an option!  | 10:07:06 AM         |
| Bobby          | Other Issue   | 10:07:12 AM         |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  | 10:07:12 AM         |
| Bobby          | Ticket ID: 801546   | 10:07:54 AM         |
| Acebuddy       | Please wait while we connect you to a Support Representative  | 10:07:55 AM         |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 10:07:55 AM         |
|                | <i>Anjainay Singh accepted the chat transfer request.</i>   | 10:08:03 AM         |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 10:08:09 AM         |
| Bobby          | hello   | 10:08:26 AM         |
| Anjainay Singh | Hello Bobby, how are you?   | 10:08:44 AM         |
| Bobby          | good let's get started. I was told to that you guys would need to dial into my computer and get the   | 10:09:33 AM         |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 11:01:12 PM

#83285 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: LAKEWOOD

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 47 Secs

|                  |  |                    |
|------------------|--|--------------------|
| Marshall Madamba | Hello, I am your Acebuddy  | 4 Nov, 11:01:12 PM |
| Acebuddy         | Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you!   | 11:01:13 PM        |
|                  | Whom Would You Like to Connect With?   | 11:01:13 PM        |
| Marshall Madamba | Technical Support (QB & App Hosting)   | 11:01:22 PM        |
| Acebuddy         | Welcome to Ace Support.  | 11:01:22 PM        |
|                  | Please chose an option :   | 11:01:22 PM        |
| Marshall Madamba | I'd like to raise a Request  | 11:01:28 PM        |
| Acebuddy         | Please select your request type.   | 11:01:28 PM        |
| Marshall Madamba | Other Request  | 11:01:40 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. | 11:01:40 PM        |
|                  | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 11:01:40 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.                             | 11:31:59 PM        |
|                  | Ended due to chat idle timeout   | 11:31:59 PM        |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 3:45:17 AM

**#83493 Dustin Luce**  
**Email:** info@varep.net ☎ 9514447358  
**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:** 49 Secs  
**City:** CORONA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 36 Secs

|             |  |                    |
|-------------|--|--------------------|
| Dustin Luce | Hello, I am your Acebuddy  | 11 Nov, 3:45:18 AM |
| Acebuddy    | Hello Dustin Luce, I'm your Ace Buddy. I'll be happy to assist you!  | 3:45:18 AM         |
|             | Whom Would You Like to Connect With?   | 3:45:18 AM         |
| Dustin Luce | Technical Support (QB & App Hosting)   | 3:45:25 AM         |
| Acebuddy    | Welcome to Ace Support.  | 3:45:25 AM         |
|             | Please chose an option :   | 3:45:25 AM         |
| Dustin Luce | I'd like to raise a Request  | 3:45:32 AM         |
| Acebuddy    | Please select your request type.   | 3:45:32 AM         |
| Dustin Luce | Other Request  | 3:45:45 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. | 3:45:45 AM         |
|             | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 3:45:45 AM         |
| Dustin Luce | Yes, I'm facing issues with my server  | 3:57:06 AM         |
| Acebuddy    | Please select an option!   | 3:57:06 AM         |

|                 |   |            |
|-----------------|---|------------|
| Dustin Luce     | QuickBooks Issue  | 3:57:11 AM |
| Acebuddy        | What type of QuickBooks Issue are you facing?   | 3:57:11 AM |
| Dustin Luce     | Other QB related issue  | 3:57:17 AM |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!                  | 3:57:17 AM |
| Dustin Luce     | Setback   | 3:57:25 AM |
| Acebuddy        | What type of QuickBooks Issue are you facing?   | 3:57:25 AM |
| Dustin Luce     | QuickBooks is Frozen  | 3:57:33 AM |
| Acebuddy        | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks                                      | 3:57:33 AM |
|                 | Was that helpful?   | 3:57:33 AM |
| Dustin Luce     | No  | 3:57:39 AM |
| Acebuddy        | No issues, please wait while I connect you to one our support engineers who'd assist you further.                     | 3:57:39 AM |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 3:57:40 AM |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>  | 3:57:43 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.                | 3:57:51 AM |
|                 | Hello Dustin  | 3:58:09 AM |
| Dustin Luce     | Hi, I need Quickbooks support, but they need to access my cloud PC with intuit meeting                                | 3:58:24 AM |
|                 | however it seems that I cant install that software, can you please install it so they can see whats wrong with my QB? | 3:58:46 AM |
| Shubham Kataria | Kindly confirm if you would like us to install any software on the server   | 3:59:09 AM |
| Dustin Luce     | yes, install: intuit meeting  | 3:59:20 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly send us an email on support@acecloudhosting.com                      | 3:59:54 AM |
| Dustin Luce     | I already did but with no response  | 4:00:08 AM |
| Shubham Kataria | Once we will get the email from you, we will install the app on the server  | 4:00:12 AM |
|                 | let me check, allow me a minute   | 4:00:21 AM |
| Dustin Luce     | Ticket ID: 799883   | 4:00:29 AM |
| Shubham Kataria | Thank you for the information.  | 4:01:19 AM |
|                 | kindly confirm if you have already saved the set up file of the software  | 4:01:40 AM |
| Dustin Luce     | let me confirm  | 4:02:14 AM |
| Shubham Kataria | Sure, take your time  | 4:04:17 AM |
| Dustin Luce     | it seems that the tool is already part of Quickbooks but needs to be installed  | 4:05:05 AM |
| Shubham Kataria | Please allow me 2-3 minutes to check the same.  | 4:06:45 AM |
| Dustin Luce     |   |            |

|                 |  |            |
|-----------------|--|------------|
|                 | they are sending me the link   | 4:07:04 AM |
| Shubham Kataria | No problem, we are installing the application                              | 4:08:31 AM |
| Dustin Luce     | cool   | 4:08:39 AM |
|                 | I appreciate it  | 4:08:41 AM |
| Shubham Kataria | Thank you, just allow me two more minutes to complete the task             | 4:09:15 AM |
|                 | Application has been installed now and shortcut also added on your desktop | 4:10:03 AM |
| Dustin Luce     | got it thank you so much   | 4:10:30 AM |
| Shubham Kataria | you're welcome   | 4:10:39 AM |
|                 | Is there anything else I may help you with ?                               | 4:10:42 AM |
| Dustin Luce     | thats all, thank youl.   | 4:10:49 AM |
|                 | <i>Dustin Luce has ended this chat session</i>                             | 4:10:54 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 3:35:59 PM

**#83209 itsupport**  
**Email:** itsupport@advancefinserv.com ☎ 918887771848  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 24 Secs  
**City:** DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duration : 43 Mins 47 Secs

|           |                           |                   |
|-----------|---------------------------|-------------------|
| itsupport | Hello, I am your Acebuddy | 3 Nov, 3:35:59 PM |
|-----------|---------------------------|-------------------|

|             |   |            |
|-------------|---|------------|
| Acebuddy    | Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!  | 3:36:00 PM |
|             | Whom Would You Like to Connect With?  | 3:36:00 PM |
| itsupport   | Technical Support (QB & App Hosting)  | 3:36:07 PM |
| Acebuddy    | Welcome to Ace Support.   | 3:36:07 PM |
|             | Please chose an option :  | 3:36:07 PM |
| itsupport   | I'd like to raise a Request   | 3:36:12 PM |
| Acebuddy    | Please select your request type.  | 3:36:12 PM |
| itsupport   | Application Version Upgrade   | 3:36:18 PM |
| Acebuddy    | Please select the application you would like to upgrade :   | 3:36:18 PM |
| itsupport   | ProSeries   | 3:36:26 PM |
| Acebuddy    | Kindly download the ProSeries setup file from your application portal and save it on your server desktop.   | 3:36:26 PM |
|             | Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.  | 3:36:26 PM |
|             | Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time. | 3:36:26 PM |
|             | Do you need any further assistance on the topic?  | 3:36:26 PM |
| itsupport   | Yes   | 3:36:36 PM |
| Acebuddy    | Please wait while we connect you to our Support Representative  | 3:36:36 PM |
|             | <i>Acebuddy (bot) forwarded the chat request</i>  | 3:36:36 PM |
|             | <i>Ankit Kumar accepted the chat transfer request.</i>  | 3:36:50 PM |
| Ankit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.  | 3:37:00 PM |
|             | Hello Shashi, How are you doing today?  | 3:37:28 PM |
| itsupport   | Hi Ankit fine   | 3:38:05 PM |
|             | i have disscused with shubham maurya regarding software issue   | 3:38:32 PM |
|             | He suggestsyou can purchase the QuickBooks Enterprise software.   | 3:39:21 PM |
|             | I want to buy QuickBooks Enterprise for the single user today...  | 3:40:04 PM |
| Ankit Kumar | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 3:41:14 PM |
| itsupport   | Can you connect me with Shubham Mauray? if possible   | 3:41:26 PM |
|             | Advance Finserv   | 3:41:41 PM |
| Ankit Kumar | Thank you for the details.  | 3:41:54 PM |
|             | If you wish, I can assist you further with this.  | 3:42:43 PM |
|             | Kindly allow me 4-5 minutes to check the previous ticket and updates on the same.   | 3:43:23 PM |

|             |  |            |
|-------------|--|------------|
| itsupport   | <p>Which document will you require during the new license for the QuickBooks Enterprise single user?</p> <p>Along with this, I want to renew our QuickBooks 2024 Pro Plus license. If you will give me any solution, please let me know its very very urgent for us ..</p>   | 3:46:25 PM |
| Ankit Kumar | <p>Thank you for your time and patience. I can see that you already have an ongoing ticket regarding the QuickBooks license issue.</p> <p>Additionally, for the new QuickBooks Enterprise purchase, I can share the pricing details via email. We will need approval from the account owner to proceed. I will also include the requirement details in the same email.</p> | 3:49:26 PM |
| itsupport   | shobhit@advancefinserve.com, take this email in CC and to itsupport@advancefinserve.com  | 3:51:22 PM |
| Ankit Kumar | <p>Purchasing the new license from Intuit may take approximately 2-3 business days to complete.</p> <p>Also, as I can see, you have a three-way call scheduled with Intuit today.</p>  | 3:52:54 PM |
| itsupport   | I want to purchase the quickbooks enterprise Silver Plan for the one user per month  | 3:52:58 PM |
|             | and i want to monthly billing  | 3:53:22 PM |
|             | thanks for the reminder  | 3:53:58 PM |
| Ankit Kumar | Sure, I can share the plan details for the monthly QuickBooks license with you after this chat.  | 3:54:26 PM |
| itsupport   | Yes, please.   | 3:54:51 PM |
|             | Ankit, please let me know one thing: I have purchased the QuickBooks license from you, so I think you should upgrade the version from your side. why I go to Intuit Support. Please check and upgrade our QuickBooks 2024 Pro Plus version, then we will be able to use the software smoothly.   | 3:58:38 PM |
|             | Are you there???   | 3:59:23 PM |
|             | Are you Connected????  | 3:59:51 PM |
|             | please share now, so i get the approval from our owner..   | 4:00:34 PM |
| Ankit Kumar | <p>Shashi, as I can see, you previously leased the QuickBooks 2023 application from ACE. If you're interested in leasing again from ACE, I can ask my concerned team to reach out to you regarding this.</p> <p>However, the QuickBooks Pro 2024 option is not available. I can check with the team regarding the Enterprise version.</p>                                  | 4:01:46 PM |
|             | Please confirm if you would like to lease the license from ACE or purchase a new license directly from Intuit.   | 4:02:40 PM |
| itsupport   | have you share the details ?   | 4:04:47 PM |
|             | quickbooks enterprise silver plan for the one user per month?  | 4:05:30 PM |
| Ankit Kumar | Kindly allow me 4-5 minutes to check the same.   | 4:06:52 PM |
| itsupport   | please take you time   | 4:07:27 PM |
| Ankit Kumar | Thank you for your patience.   |            |
|             | Shashi, I would like to inform you that if you wish to upgrade your license by leasing it from ACE, I will need to contact the concerned team. They will be available from 7 PM IST.   | 4:12:04 PM |
|             | Alternatively, if you would like us to assist you with purchasing a new license directly from Intuit, I can  |            |

|             |  |            |
|-------------|--|------------|
|             | share the pricing details with you.  |            |
| itsupport   | i just want to upgrade quickbooks 2024 pro plus  | 4:13:18 PM |
|             | and now i want to purchase new license for the QuickBooks Enterprise Silver plan, single user per month  | 4:14:18 PM |
| Ankit Kumar | Thank you for the confirmation. For QuickBooks Pro 2024, we have a call scheduled for today, and we will be assisting you with the same.   | 4:16:09 PM |
|             | For the new license, I will be sharing the details with you via email within the next 30-40 minutes.   |            |
|             | Is there anything else I may help you with?  | 4:16:46 PM |
| itsupport   | Sure thank you for your support  | 4:19:08 PM |
| Ankit Kumar | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 4:19:25 PM |
|             | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 4:19:37 PM |
|             | <i>Ankit Kumar has ended this chat session</i>   | 4:19:47 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83614 Mary Clancy

Email: [mary@r2rconsulting.net](mailto:mary@r2rconsulting.net) 📞 3867880909

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

13 Nov, 9:23:20 PM

**Average Response Time:** 20 Secs  
**City:** ORLANDO  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 12 Secs

|                 |   |                    |
|-----------------|---|--------------------|
| Mary Clancy     | Hello, I am your Acebuddy   | 13 Nov, 9:23:20 PM |
| Acebuddy        | Hello Mary Clancy, I'm your Ace Buddy. I'll be happy to assist you!   | 9:23:21 PM         |
|                 | Whom Would You Like to Connect With?  | 9:23:21 PM         |
| Mary Clancy     | Technical Support (QB & App Hosting)  | 9:23:26 PM         |
| Acebuddy        | Welcome to Ace Support.   | 9:23:26 PM         |
|                 | Please chose an option :  | 9:23:26 PM         |
| Mary Clancy     | I'd like to report an Issue   | 9:23:35 PM         |
| Acebuddy        | Please select an option!  | 9:23:35 PM         |
| Mary Clancy     | Other Issue   | 9:23:41 PM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!  | 9:23:41 PM         |
| Mary Clancy     | I need to have my server rebooted because I updated my 2023 Lacerte software and it won't let me open 2023 until it's rebooted to complete the update. I need this done asap because I need to finish a 2023 return so I can work on his 2024 return. | 9:25:08 PM         |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 9:25:08 PM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 9:25:08 PM         |
|                 | <i>Ashutosh Mishra accepted the chat transfer request.</i>  | 9:25:23 PM         |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.  | 9:25:31 PM         |
|                 | I will surely help you with this issue.   | 9:25:37 PM         |
| Mary Clancy     | Hi Ashutosh. Thank you. Should I log off the server now so you can reboot it?   | 9:26:13 PM         |
| Ashutosh Mishra | Hello Mary, yes please log off from the server.   | 9:26:53 PM         |
| Mary Clancy     | Ok, hold on please, I'm doing that now  | 9:27:19 PM         |
| Ashutosh Mishra | Sure  | 9:27:30 PM         |
| Mary Clancy     | Ok, I logged off. Please reboot   | 9:28:10 PM         |
| Ashutosh Mishra | I have rebooted the server and will confirm you once it is up and running.  | 9:28:22 PM         |
| Mary Clancy     | ok  | 9:30:26 PM         |
| Ashutosh Mishra | Server is up and running now.   | 9:30:40 PM         |
| Mary Clancy     | Thank you so much   | 9:32:07 PM         |
|                 |   |                    |

|                 |  |            |
|-----------------|--|------------|
| Ashutosh Mishra | You are welcome, Mary, Is there anything else I may help you with ?  | 9:32:55 PM |
| Mary Clancy     | No not today   | 9:33:09 PM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 9:33:21 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 9:33:27 PM |
|                 | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 9:33:30 PM |

*Ashutosh Mishra has ended this chat session*

9:33:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83831 Catherine Kim

Email: ckim@cdt.org

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: CENTREVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 32 Secs

|                 |   |                     |
|-----------------|---|---------------------|
| Catherine Kim   | Hello, I am your Acebuddy   | 19 Nov, 10:02:01 PM |
| Acebuddy        | Hello Catherine Kim, I'm your Ace Buddy. I'll be happy to assist you!   | 10:02:02 PM         |
|                 | Whom Would You Like to Connect With?  | 10:02:02 PM         |
| Catherine Kim   | Technical Support (QB & App Hosting)  | 10:02:18 PM         |
| Acebuddy        | Welcome to Ace Support.   | 10:02:18 PM         |
|                 | Please chose an option :  | 10:02:18 PM         |
| Catherine Kim   | I'd like to report an Issue   | 10:02:23 PM         |
| Acebuddy        | Please select an option!  | 10:02:23 PM         |
| Catherine Kim   | Other Issue   | 10:02:27 PM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!                | 10:02:27 PM         |
| Catherine Kim   | Server Name: CDT.myreadata.net '  | 10:02:31 PM         |
| Acebuddy        | Please wait while we connect you to a Support Representative  | 10:02:32 PM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  | 10:02:32 PM         |
|                 | <i>Sourav Chhikara accepted the chat transfer request.</i>  | 10:02:36 PM         |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.              | 10:02:43 PM         |
| Catherine Kim   | Hi, I'm not able to log into the server using my username and password  | 10:03:08 PM         |
|                 | everything I type in my password I'm not able to log into my remote desktop   | 10:03:24 PM         |
| Sourav Chhikara | I will be surely assisting you with this. Kindly help me with your user name?                                       | 10:03:43 PM         |
|                 | Is it CatherineK@myrealddata.net?   | 10:03:58 PM         |
| Catherine Kim   | CatherineK  | 10:04:14 PM         |
| Sourav Chhikara | Thank you for conforming let me look this for you.  | 10:05:09 PM         |
|                 | Could you confirm if you know your correct password?  | 10:06:16 PM         |
|                 | I checked the details and found your account was locked and I have unlocked it know.                                | 10:06:39 PM         |
| Catherine Kim   | 95f\$ViEmX3   | 10:06:52 PM         |
| Sourav Chhikara | Please try to login again after restarting the app.   | 10:06:54 PM         |
| Catherine Kim   | No it does not connects   | 10:07:59 PM         |
|                 | same problem as yesterday   | 10:08:04 PM         |
| Sourav Chhikara | May I take the remote access of your local computer?  | 10:08:07 PM         |
| Catherine Kim   | yes   | 10:08:45 PM         |
| Sourav Chhikara | Prior providing the access, I would suggest you to close any important documents at your end.                       | 10:08:48 PM         |
|                 | <a href="https://assist.acecloudhosting.com/join/6782990958">https://assist.acecloudhosting.com/join/6782990958</a> | 10:09:09 PM         |
|                 |   |                     |

|  |   |             |
|--|---|-------------|
|  | Kindly paste this link in the browser of local computer and join the session.   | 10:09:17 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.  | 10:11:00 PM |
|  | As discussed on remote support chat, this chat will be closed and I will be working with you on remote session and we will email you regarding the same.  | 10:26:20 PM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 10:26:24 PM |
|  | <p>Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 10:26:31 PM |
|  | <i>Sourav Chhikara has ended this chat session</i>  | 10:26:33 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#83726 Catherine Kim**

**Email:** ckim@cdt.org

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** CENTREVILLE

**State:** Virginia

**Country:** UNITED STATES

18 Nov, 2:46:58 AM

|                 |  |                    |
|-----------------|--|--------------------|
| Catherine Kim   | Hello, I am your Acebuddy  | 18 Nov, 2:46:58 AM |
| Acebuddy        | Hello Ckim, I'm your Ace Buddy. I'll be happy to assist you!   | 2:46:58 AM         |
|                 | Whom Would You Like to Connect With?   | 2:46:58 AM         |
| Catherine Kim   | Technical Support (QB & App Hosting)   | 2:47:05 AM         |
| Acebuddy        | Welcome to Ace Support.  | 2:47:05 AM         |
|                 | Please chose an option :   | 2:47:05 AM         |
| Catherine Kim   | I'd like to report an Issue  | 2:47:38 AM         |
| Acebuddy        | Please select an option!   | 2:47:38 AM         |
| Catherine Kim   | Other Issue  | 2:47:43 AM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 2:47:43 AM         |
| Catherine Kim   | I'm unable to access the remote desktop, run reports, use Excel, or operate the system without significant latency.  | 2:48:30 AM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 2:48:31 AM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 2:48:31 AM         |
|                 | <i>Sourav Chhikara accepted the chat transfer request.</i>   | 2:49:12 AM         |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.   | 2:49:19 AM         |
| Catherine Kim   | Hello  | 2:49:43 AM         |
| Sourav Chhikara | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 2:50:32 AM         |
| Catherine Kim   | Server Name: CDT.myreadata.net   | 2:50:53 AM         |
| Sourav Chhikara | Could you please confirm your user name as well?   | 2:52:35 AM         |
| Catherine Kim   | Okay now I got into the remote server by trying again.   | 2:52:36 AM         |
|                 | But I am unable to export reports  | 2:52:42 AM         |
| Sourav Chhikara | May I take the remote access of your local computer?   | 2:53:29 AM         |
| Catherine Kim   | ok   | 2:53:37 AM         |
| Sourav Chhikara | Prior providing the access, I would suggest you to close any important documents at your end.  | 2:53:50 AM         |
|                 | <a href="https://assist.acecloudhosting.com/join/3282845300">https://assist.acecloudhosting.com/join/3282845300</a>  | 2:53:56 AM         |
|                 | Kindly paste this link in the browser of local computer and join the session.  | 2:54:00 AM         |
|                 | Please let know if you face any difficulty while connecting to remote session  | 2:56:13 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. | 2:56:29 AM         |
|                 |  |                    |

|   |   |            |
|---|---|------------|
| Catherine Kim                               | I cannot send this report via excel   | 2:58:05 AM |
| Sourav Chhikara                             | Let me check.   | 2:58:24 AM |
| Catherine Kim                               | How do I eamil it out   | 3:02:45 AM |
|   | and mien says product activation failed   | 3:03:08 AM |
| Sourav Chhikara                             | Yes, I am checking that from backend please allow me sometime.  | 3:03:55 AM |
|   | Meanwhile could you confirm if the license for excel is leased from ace?  | 3:04:14 AM |
| Catherine Kim                               | Yes we pay extra each month. Does that reflect in your system?  | 3:05:44 AM |
| Sourav Chhikara                             | Yes, let's log off from server and login again to check.  | 3:06:23 AM |
|   | Glad to know that your issue has been resolved.   | 3:20:55 AM |
|   | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 3:21:02 AM |
|   | Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.   | 3:21:08 AM |
|   | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! |            |
|   | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).   |            |
|   | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)  |            |
| Sourav Chhikara has ended this chat session |   | 3:21:10 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83383 jason

Email: jason@cortezbusinesssolutions.com 📞 17605056897

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

6 Nov, 10:19:38 PM


**Device:** Desktop  
**Average Response Time:** 1 Min 23 Secs  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 36 Secs

|                    |  |                    |
|--------------------|--|--------------------|
| jason              | Hello, I am your Acebuddy  | 6 Nov, 10:19:38 PM |
| Acebuddy           | Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!  | 10:19:39 PM        |
|                    | Whom Would You Like to Connect With?   | 10:19:39 PM        |
| jason              | Technical Support (QB & App Hosting)   | 10:19:46 PM        |
| Acebuddy           | Welcome to Ace Support.  | 10:19:46 PM        |
|                    | Please chose an option :   | 10:19:46 PM        |
| jason              | I'd like to report an Issue  | 10:20:19 PM        |
| Acebuddy           | Please select an option!   | 10:20:19 PM        |
| jason              | QuickBooks Issue   | 10:20:23 PM        |
| Acebuddy           | What type of QuickBooks Issue are you facing?  | 10:20:23 PM        |
| jason              | QuickBooks Login Issue   | 10:20:39 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 | 10:20:39 PM        |
|                    | Was that helpful?  | 10:20:39 PM        |
| jason              | No   | 10:20:47 PM        |
| Acebuddy           | No issues, please wait while I connect you to one our support engineers who'd assist you further.                                      | 10:20:47 PM        |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   | 10:20:47 PM        |
|                    | <i>Karan Bhattacharya accepted the chat transfer request.</i>  | 10:20:53 PM        |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.                              | 10:21:10 PM        |
|                    | Hello  | 10:21:29 PM        |
| jason              | Hi There! I am having issues opening quickbooks on the server. I have multiple users reporting the same error.                         | 10:21:55 PM        |
|                    | <i>10:22:13 PMjason is sharing a file with you</i><br><a href="#">QB Error.png</a> - ( Size:35.4 KB )                                  | 10:22:13 PM        |
|                    | This is the error message I get when I try to open up QB. Even before trying to select a company file.                                 | 10:22:45 PM        |
| Karan Bhattacharya | ok,let me check few details at backend,allow me few minutes.   | 10:23:14 PM        |
|                    |  |                    |

|                    |  |             |
|--------------------|--|-------------|
| jason              | okay great thank you.  | 10:23:25 PM |
| Karan Bhattacharya | working on it  | 10:29:23 PM |
| jason              | I am also getting a different pop up if I clear this error and try to open a company file. I'm not sure if this is useful for you. | 10:30:05 PM |
| jason              | <i>10:30:14 PMjason is sharing a file with you</i><br><a href="#"><i>QB Error 2.png</i></a> - ( <i>Size:15.6 KB</i> )              | 10:30:14 PM |
| Karan Bhattacharya | Which qb version are you using?  | 10:30:48 PM |
| jason              | right now, I am trying to access Accountant 24.0   | 10:32:06 PM |
| Karan Bhattacharya | Are you getting this issue over this version only?   | 10:32:32 PM |
| jason              | let me check the other version. one moment.  | 10:33:04 PM |
| Karan Bhattacharya | ok   | 10:33:39 PM |
| jason              | desktop plus 24.0 is the other version that is installed. and this is also giving me the same error                                | 10:35:19 PM |
| Karan Bhattacharya | ok,I see different versions of quickbooks are there in the server.   | 10:37:28 PM |
| jason              | what are you seeing?   | 10:38:06 PM |
| jason              | was there any updates last night? because this was working for us yesterday.   | 10:38:54 PM |
| Karan Bhattacharya | No,I don't see any update on the server yesterday  | 10:40:43 PM |
| jason              | okay. weird  | 10:41:15 PM |
| Karan Bhattacharya | ok,let me check few details at backend,allow me few minutes (Edited)   | 10:41:21 PM |
| jason              | okay thank you   | 10:41:33 PM |
| Karan Bhattacharya | I see users are currently logged into the server,can I sign them out?  | 10:43:19 PM |
| jason              | which users?   | 10:43:38 PM |
| jason              | Samantha can be signed out.  | 10:43:48 PM |
| Karan Bhattacharya | samantha and rudy  | 10:44:02 PM |
| jason              | okay, one moment. let me alert Rudy  | 10:44:27 PM |
| Karan Bhattacharya | ok   | 10:45:13 PM |
| jason              | okay. go ahead and sign them all out.  | 10:45:59 PM |
| Karan Bhattacharya | ok   | 10:46:08 PM |
| Karan Bhattacharya | Are you getting the issue on enterprise quickbooks or premier version quickbooks 24?   | 10:49:40 PM |
| jason              | I was getting them on both, but I know for certain the Enterprise was giving the error.  | 10:50:47 PM |
| Karan Bhattacharya | ok   | 10:50:52 PM |
| Karan Bhattacharya | Working on it at backend   | 10:51:11 PM |
| Karan Bhattacharya | allow me few minutes.  | 10:51:17 PM |
| jason              | okay great, thank you.   | 10:51:27 PM |

|   |  |             |
|---|--|-------------|
|   | let me know if you need any other information from me  | 10:59:05 PM |
|   | <i>10:59:10 PMKaran Bhattacharya is sharing a file with you</i><br><i><a href="#">image.png</a> - ( Size:39.11 KB )</i><br><br><i>updating qb ,it will take a bit of time.</i>   | 10:59:10 PM |
|   | okay. thanks.  | 10:59:33 PM |
| Karan Bhattacharya  | Could you please confirm me the file name for which you were getting this error?   | 10:59:57 PM |
| jason   | Any idea on the ETA for the update? I will alert the other users.  | 11:00:06 PM |
|   | The pop up occurs on launch of QB, even before selecting a company file.   | 11:00:37 PM |
| Karan Bhattacharya  | 20-25 minutes  | 11:00:48 PM |
|   | ok   | 11:00:53 PM |
| jason   | okay great, thank you.   | 11:01:01 PM |
| Karan Bhattacharya  | Shall I update you on email once the application updation completes as it will take time and then accordingly you can inform other users to login.   | 11:03:13 PM |
| jason   | Yes please.  | 11:03:27 PM |
| Karan Bhattacharya  | Thank you for your confirmation.Is there anything else I can assist you with?  | 11:04:02 PM |
| jason   | just this today. If after the update, and users are still having the same problem, can I call into the support line and further troubleshoot?  | 11:04:53 PM |
| Karan Bhattacharya  | sure,you can call as well as email us if issue persists.   | 11:06:04 PM |
| jason   | okay. Thank you  | 11:06:17 PM |
| Karan Bhattacharya  | I will update you on email.  | 11:06:33 PM |
| jason   | I'll look out for it. Thank you!   | 11:06:47 PM |
| Karan Bhattacharya  | Sure!  | 11:06:57 PM |
|   | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 11:07:08 PM |
|   | <i>Karan Bhattacharya has ended this chat session</i>  | 11:07:15 PM |
|  |  |             |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Nov, 10:01:08 PM

## #83619 Robert Zeigen

**Email:** [rzeigen@szcpa.tax](mailto:rzeigen@szcpa.tax) ☎ 15613920620

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 1 Min 14 Secs**

City: BOCA RATON

**State:** Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 27 Secs

|               |  |                     |
|---------------|--|---------------------|
| Robert Zeigen | Hello, I am your Acebuddy  | 13 Nov, 10:01:08 PM |
| Acebuddy      | Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!                                | 10:01:09 PM         |
|               | Whom Would You Like to Connect With?   | 10:01:09 PM         |
| Robert Zeigen | Technical Support (QB & App Hosting)   | 10:01:12 PM         |
| Acebuddy      | Welcome to Ace Support.  | 10:01:12 PM         |
|               | Please chose an option :   | 10:01:12 PM         |
| Robert Zeigen | I'd like to report an Issue  | 10:01:16 PM         |
| Acebuddy      | Please select an option!   | 10:01:16 PM         |
| Robert Zeigen | Other Issue  | 10:01:21 PM         |
| Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! | 10:01:21 PM         |
| Robert Zeigen | I need you to restart Canopy service   | 10:01:36 PM         |
| Acebuddy      | Please wait while we connect you to a Support Representative   | 10:01:37 PM         |
|               | <i>Acebuddy (bot) forwarded the chat request</i>   | 10:01:37 PM         |
|               | <i>Sourav Chhikara accepted the chat transfer request.</i>   | 10:01:47 PM         |
|               |  |                     |

|                 |   |             |
|-----------------|---|-------------|
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.  | 10:01:53 PM |
| Robert Zeigen   | I am troubleshooting my Canopy service with Camopy support regarding ticket # 779373  | 10:03:09 PM |
|                 | I need you to follow these instructions:  | 10:03:20 PM |
|                 | Please try restarting the 'Canopy Service' then see if you run into the same issue. To do this: 1. Select the search bar on the Windows task bar and search for the "Services" app 2. Once open select either "Open" or "Run as administrator" 3. Once open find the "Canopy Service" and click on it so it highlights in blue 4. Then select "Restart the service" or "Stop and Start the service" | 10:03:35 PM |
|                 | I don't have the rights to do this  | 10:04:11 PM |
| Sourav Chhikara | Sure, I can help with that. Let me look into it for you.  | 10:04:16 PM |
| Robert Zeigen   | When you do this does it apply to all users or just me?   | 10:05:19 PM |
| Sourav Chhikara | It will apply to all the users.   | 10:06:46 PM |
| Robert Zeigen   | ok  | 10:06:53 PM |
|                 | Please let me know when you have finished this  | 10:07:56 PM |
| Sourav Chhikara | Sure Robert.  | 10:08:34 PM |
|                 | Please allow me few mins to update you I am working on it.  | 10:08:46 PM |
|                 | Robert I have restarted the Canopy service, could you please check and confirm?   | 10:11:57 PM |
| Robert Zeigen   | Okayt, thanks   | 10:12:24 PM |
| Sourav Chhikara | Is it working now?  | 10:13:38 PM |
| Robert Zeigen   | I don't know if that solved the issue. I tend to doubt it. I am going to try now  | 10:14:00 PM |
|                 | This is just a troubleshooting step they are having me do.  | 10:14:20 PM |
| Sourav Chhikara | I understand.   | 10:15:53 PM |
|                 | Let me know once you are able to access it.   | 10:16:08 PM |
|                 | Robert any update if you are getting any error or is it working now?  | 10:20:58 PM |
|                 | Are we still connected?   | 10:23:17 PM |
|                 | Are we still connected?   | 10:24:01 PM |
|                 | Are we still connected?   | 10:25:04 PM |
|                 | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.   | 10:26:04 PM |
|                 | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 10:26:17 PM |
|                 | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.   | 10:26:34 PM |
|                 | <i>Sourav Chhikara has ended this chat session</i>  | 10:26:36 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 2:12:49 PM

**#83453 Hovhannes Rafayelyan**  
**Email:** hov@troyaccounting.com ☎ +12488727754  
**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:** 29 Secs  
**City:** AMARILLO  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins


|                      |   |                    |
|----------------------|---|--------------------|
| Hovhannes Rafayelyan | Hello, I am your Acebuddy   | 10 Nov, 2:12:50 PM |
| Acebuddy             | Hello Hovhannes Rafayelyan, I'm your Ace Buddy. I'll be happy to assist you!  | 2:12:51 PM         |
|                      | Whom Would You Like to Connect With?  | 2:12:51 PM         |
| Hovhannes Rafayelyan | Technical Support (QB & App Hosting)  | 2:12:58 PM         |
| Acebuddy             | Welcome to Ace Support.   | 2:12:58 PM         |
|                      | Please chose an option :  | 2:12:58 PM         |
| Hovhannes Rafayelyan | I'd like to raise a Request   | 2:13:05 PM         |
| Acebuddy             | Please select your request type.  | 2:13:05 PM         |
| Hovhannes Rafayelyan | Setup Ace Server  | 2:13:21 PM         |
| Acebuddy             | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 2:13:22 PM         |
| Hovhannes Rafayelyan | Microsoft Windows   | 2:13:32 PM         |
|                      |   |                    |

|                      |  |            |
|----------------------|--|------------|
| Acebuddy             | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC  | 2:13:32 PM |
|                      | Do you need any further assistance on the topic?   | 2:13:32 PM |
| Hovhannes Rafayelyan | Yes  | 2:13:51 PM |
| Acebuddy             | Please wait while we connect you to our Support Representative   | 2:13:51 PM |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>   | 2:13:51 PM |
|                      | <i>Anjainay Singh accepted the chat transfer request.</i>  | 2:14:02 PM |
| Hovhannes Rafayelyan | Hello, I have a new computer and need to install the app again to be able to join the servier. I tried based on the insuructions, but it gives me error. How can we set this up quickly? Thanks a lot. | 2:14:03 PM |
| Anjainay Singh       | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.  | 2:14:10 PM |
| Hovhannes Rafayelyan | Thanks   | 2:14:29 PM |
|                      | I'm trying to download the RDP, but it goves me error when I enter the server name and username  | 2:15:16 PM |
| Anjainay Singh       | I understand your concern and assure you the best possible resolution for it.  | 2:15:40 PM |
|                      | May I take the remote access of your local computer?   | 2:15:46 PM |
| Hovhannes Rafayelyan | yes  | 2:15:56 PM |
| Anjainay Singh       | Prior providing the access, I would suggest you to close any important documents at your end.  | 2:15:57 PM |
| Hovhannes Rafayelyan | all clsoed   | 2:16:08 PM |
| Anjainay Singh       | <a href="https://assist.acecloudhosting.com/join/7522877286">https://assist.acecloudhosting.com/join/7522877286</a>  | 2:16:27 PM |
|                      | Please copy this URL at your local machine browser and download the remote setup file.   | 2:16:53 PM |
|                      | Download the file and click on it and select accept and continue so that I can access your machine.  | 2:17:14 PM |
| Hovhannes Rafayelyan | almost done  | 2:18:47 PM |
| Anjainay Singh       | We are connected.  | 2:19:36 PM |
|                      | Please stay connected.   | 2:33:13 PM |
|                      | <i>Hovhannes Rafayelyan has ended this chat session</i>  | 2:34:50 PM |



**#83803 Jennifer Bahou**  
**Email:** jennifer.bahou@cabacpas.com 📞 12405052065  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

|                 |  |                    |
|-----------------|--|--------------------|
| Jennifer Bahou  | Hello, I am your Acebuddy  | 19 Nov, 4:59:48 AM |
| Acebuddy        | Hello Jennifer Bahou, I'm your Ace Buddy. I'll be happy to assist you!                                 | 4:59:49 AM         |
|                 | Whom Would You Like to Connect With?   | 4:59:49 AM         |
| Jennifer Bahou  | Technical Support (QB & App Hosting)   | 4:59:55 AM         |
| Acebuddy        | Welcome to Ace Support.  | 4:59:55 AM         |
|                 | Please chose an option :   | 4:59:55 AM         |
| Jennifer Bahou  | I'd like to report an Issue  | 5:00:11 AM         |
| Acebuddy        | Please select an option!   | 5:00:11 AM         |
| Jennifer Bahou  | Other Issue  | 5:00:15 AM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 5:00:15 AM         |
| Jennifer Bahou  | speak to a person  | 5:00:26 AM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 5:00:26 AM         |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   | 5:00:26 AM         |
|                 | <i>Shubham Kataria accepted the chat transfer request.</i>   | 5:00:44 AM         |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 5:00:52 AM         |
|                 | Hello Jennifer   | 5:01:04 AM         |
| Jennifer Bahou  | Hello Shubham  | 5:01:19 AM         |
|                 | writing regard Re:[## 802040 ##] CABA CPAs - Ringcentral launching issue                               | 5:01:27 AM         |
| Shubham Kataria |  |                    |

|  |   |            |
|--|---|------------|
|  | Please allow me two minutes to check the ticket ID.   | 5:01:48 AM |
| Jennifer Bahou   | Can you pass along to your hardware support team that Ring Central is still crashing even after your tech team has uninstaled and reinstall the application last week   | 5:02:17 AM |
| Shubham Kataria  | Alright, please allow two minutes more to check the case.   | 5:02:44 AM |
| Jennifer Bahou   | ok  | 5:02:57 AM |
| Shubham Kataria  | Thank you for your patience.  | 5:04:10 AM |
|  | I have followed up with the team member who was working on your case. Since we have already reinstalled the application and the issue still persists, would it be possible to schedule a three-way call with them tomorrow. | 5:05:32 AM |
| Jennifer Bahou   | Please schedule for Friday between anytime after 11am EST   | 5:06:33 AM |
|  | I am not working tomorrow   | 5:06:49 AM |
| Shubham Kataria  | No problem, We are scheduling the 3 way call on friday  | 5:07:40 AM |
| Jennifer Bahou   | Can i my pass the first line of helpdesk support since we already tired uninstallation and reinstallation and that didnt work   | 5:07:43 AM |
|  | I need next level support   | 5:08:01 AM |
| Shubham Kataria  | Yes, it didn't work, which is why we are scheduling a call with the application support team, as they have the required expertise with their tool.  | 5:08:59 AM |
| Jennifer Bahou   | ok  | 5:09:19 AM |
|  | shall i await their call or can they create a meeting invite  | 5:09:37 AM |
| Shubham Kataria  | We will call you at 11 am EST on friday and add the application support team over the call  | 5:10:14 AM |
|  | Is that fine  | 5:11:44 AM |
| Jennifer Bahou   | yes   | 5:11:50 AM |
| Shubham Kataria  | Alright   | 5:12:04 AM |
|  | And thank you for your understanding  | 5:12:12 AM |
|  | Is there anything else I may help you with ?  | 5:12:16 AM |
|  | Are we still connected here?  | 5:13:43 AM |
|  | Are we still connected here?  | 5:14:25 AM |
|  | As you're disconnected from the chat, we are ending the sesssion now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.  | 5:15:15 AM |
|  | <i>Shubham Kataria has ended this chat session</i>  | 5:15:18 AM |
| <div></div> |   |            |

# Chat Transcript

set up the remote server on my laptop

Visitor Details

4 Nov, 9:03:12 PM

**#83278 melissa**  
**Email:** melissa@enfield-sod.com 📞 8047694545  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/downloads/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** EAST RUTHERFORD  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 22 Secs

|                |   |                   |
|----------------|---|-------------------|
| melissa        | set up the remote server on my laptop   | 4 Nov, 9:03:13 PM |
| Dev Dubey      | Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.  | 9:03:30 PM        |
|                | Dev Dubey is transferring the chat to Support(QB & App Hosting).  | 9:04:02 PM        |
|                | Shubham Maurya accepted the chat transfer request.  | 9:04:18 PM        |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.   | 9:04:22 PM        |
| melissa        | okay thank you  | 9:05:13 PM        |
|                | Enfield Sod.my real data .net   | 9:05:34 PM        |
|                | Melissa Pa  | 9:05:43 PM        |
| Shubham Maurya | Thank you for the information and allow 2 minutes to check the same.  | 9:06:55 PM        |
|                | Thanks for the patience, Please wait while we are sharing you new RDP file to login.  | 9:09:57 PM        |
|                | https://we.tl/t-cFF6fKlphj  | 9:11:36 PM        |
|                | You can download the file using above link.   |                   |
|                | Try to login using same old password.   | 9:11:50 PM        |
|                | You can also login to https://myportal.acecloudhosting.com<br>Login using username as CID61120 and go with forgot password option to reset Myportal password. | 9:15:24 PM        |

|                |  |            |
|----------------|--|------------|
|                | From there you can create new user, download RDP file or reset password for other users.   |            |
| melissa        | the file will not download- it asks what app to put it on  | 9:16:13 PM |
| Shubham Maurya | May I take the remote access of your local computer?   | 9:16:26 PM |
| melissa        | yes  | 9:16:34 PM |
| Shubham Maurya | <a href="https://assist.acecloudhosting.com/join/5932961110">https://assist.acecloudhosting.com/join/5932961110</a>  | 9:16:51 PM |
|                | Kindly paste this link in the browser of local computer and join the session.  | 9:17:13 PM |
|                | Prior providing the access, I would suggest you to close any important documents at your end.  | 9:17:54 PM |
|                | Hope it's working good now Melissa?  | 9:26:46 PM |
| melissa        | Yes, thank you!  | 9:26:58 PM |
| Shubham Maurya | You are most welcome !   | 9:27:08 PM |
|                | Is there anything else I may help you with ?   | 9:27:10 PM |
| melissa        | no thank you!  | 9:27:38 PM |
| Shubham Maurya | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.   | 9:27:44 PM |
|                | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 9:27:48 PM |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 9:27:51 PM |
|                | <i>Shubham Maurya has ended this chat session</i>  | 9:27:53 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83339 djackson  
Email: djackson@2cmarine.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: BROWNSVILLE  
State: Tennessee  
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 53 Secs

|          |  |                    |
|----------|--|--------------------|
| djackson | Hello, I am your Acebuddy  | 5 Nov, 10:49:25 PM |
| Acebuddy | Hello Djackson, I'm your Ace Buddy. I'll be happy to assist you!   | 10:49:26 PM        |
|          | Whom Would You Like to Connect With?   | 10:49:26 PM        |
| djackson | Technical Support (QB & App Hosting)   | 10:49:34 PM        |
| Acebuddy | Welcome to Ace Support.  | 10:49:34 PM        |
|          | Please chose an option :   | 10:49:34 PM        |
| djackson | I'd like to report an Issue  | 10:49:47 PM        |
| Acebuddy | Please select an option!   | 10:49:47 PM        |
| djackson | QuickBooks Issue   | 10:49:53 PM        |
| Acebuddy | What type of QuickBooks Issue are you facing?  | 10:49:53 PM        |
| djackson | QuickBooks Update  | 10:49:59 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. | 10:49:59 PM        |
|          | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.        | 10:49:59 PM        |
|          | Do you need any further assistance on the topic?   | 10:49:59 PM        |
| djackson | No   | 10:51:19 PM        |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day!   | 10:51:19 PM        |
|          | Acebuddy has ended this chat session   | 10:51:19 PM        |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Nov, 10:56:33 PM

**#83416 chandra**  
**Email:** chandra@haamail.com 📞 17753586649  
**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:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 18 Secs

|          |  |                    |
|----------|--|--------------------|
| chandra  | Hello, I am your Acebuddy  | 7 Nov, 10:56:34 PM |
| Acebuddy | Hello Chandra, I'm your Ace Buddy. I'll be happy to assist you!  | 10:56:34 PM        |
|          | Whom Would You Like to Connect With?   | 10:56:35 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. | 11:40:52 PM        |
|          | Ended due to chat idle timeout   | 11:40:52 PM        |



# Chat Transcript

Hello, I am your Acebuddy

**#83859 Stacy Ciolli**  
**Email:** wildfire1789@gmail.com 📞 19702274435  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 13 Secs  
**City:** ESTES PARK  
**State:** Colorado  
**Country:** UNITED STATES

|              |  |                    |
|--------------|--|--------------------|
| Stacy Ciolli | Hello, I am your Acebuddy  | 20 Nov, 5:02:53 AM |
| Acebuddy     | Hello Stacy Ciolli, I'm your Ace Buddy. I'll be happy to assist you!                                 | 5:02:54 AM         |
|              | Whom Would You Like to Connect With?   | 5:02:54 AM         |
| Stacy Ciolli | Technical Support (QB & App Hosting)   | 5:02:56 AM         |
| Acebuddy     | Welcome to Ace Support.  | 5:02:57 AM         |
|              | Please chose an option :   | 5:02:57 AM         |
| Stacy Ciolli | I'd like to report an Issue  | 5:03:04 AM         |
| Acebuddy     | Please select an option!   | 5:03:04 AM         |
| Stacy Ciolli | QuickBooks Issue   | 5:03:07 AM         |
| Acebuddy     | What type of QuickBooks Issue are you facing?  | 5:03:07 AM         |
| Stacy Ciolli | Other QB related issue   | 5:03:13 AM         |
| Acebuddy     | Please specify the issue you are facing before I connect you to an available support representative! | 5:03:13 AM         |
| Stacy Ciolli | I have been working wioth support on a payroll update issue. I need to log off                       | 5:03:42 AM         |
| Acebuddy     | Please wait while we connect you to a Support Representative   | 5:03:43 AM         |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   | 5:03:43 AM         |
|              | <i>Yash Kalra accepted the chat transfer request.</i>  | 5:04:19 AM         |
| Yash Kalra   | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.    | 5:04:29 AM         |
|              | I will be surely assisting you with this. Kindly help me with your server name and user name?        | 5:04:33 AM         |
| Stacy Ciolli | I was working with someone earlier with an issue and we had a 3 way call with quickbooks             | 5:05:22 AM         |
|              | I think they might still be logged into my server trying to wait on this update                      | 5:06:02 AM         |

|              |  |            |
|--------------|--|------------|
|              | but I need to disconnnect from the server and complete some things and leave work for the day  | 5:06:35 AM |
| Yash Kalra   | Okay stacy please allow me a moment so that I can connect with the representative and coney this thing to him.                                 | 5:08:17 AM |
| Stacy Ciolli | ok   | 5:08:29 AM |
| Yash Kalra   | Stacy, I just had a word with him, and he told me that update will be connected during the night hours, and you can close the session (Edited) | 5:11:21 AM |
| Stacy Ciolli | Okay.  | 5:11:43 AM |
| Yash Kalra   | Is there anything else I may help you with ?   | 5:11:50 AM |
| Stacy Ciolli | No   | 5:11:58 AM |
| Yash Kalra   | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.          | 5:12:00 AM |
|              | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 5:12:06 AM |

*Yash Kalra has ended this chat session*

5:12:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83256 Danielle Crowell

Email: billing@equityconnect.com 📞 4803514556

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 36 Secs

|                  |  |                   |
|------------------|--|-------------------|
| Danielle Crowell | Hello, I am your Acebuddy  | 4 Nov, 4:24:22 AM |
| Acebuddy         | Hello Danielle Crowell, I'm your Ace Buddy. I'll be happy to assist you!   | 4:24:23 AM        |
|                  | Whom Would You Like to Connect With?   | 4:24:23 AM        |
| Danielle Crowell | Technical Support (QB & App Hosting)   | 4:24:49 AM        |
| Acebuddy         | Welcome to Ace Support.  | 4:24:49 AM        |
|                  | Please chose an option :   | 4:24:49 AM        |
| Danielle Crowell | I'd like to report an Issue  | 4:24:58 AM        |
| Acebuddy         | Please select an option!   | 4:24:58 AM        |
| Danielle Crowell | QuickBooks Issue   | 4:25:01 AM        |
| Acebuddy         | What type of QuickBooks Issue are you facing?  | 4:25:01 AM        |
| Danielle Crowell | Other QB related issue   | 4:25:08 AM        |
| Acebuddy         | Please specify the issue you are facing before I connect you to an available support representative!   | 4:25:09 AM        |
| Danielle Crowell | i cant download bank feeds in only one book  | 4:25:26 AM        |
| Acebuddy         | Please wait while we connect you to a Support Representative   | 4:25:26 AM        |
|                  | <i>Acebuddy (bot) forwarded the chat request</i>   | 4:25:26 AM        |
|                  | <i>Shubham Kataria accepted the chat transfer request.</i>   | 4:25:59 AM        |
|                  | <i>Shubham Kataria is transferring the chat to Yash Kalra.</i>   | 4:26:05 AM        |
|                  | <i>Yash Kalra accepted the chat transfer request.</i>  | 4:26:12 AM        |
| Yash Kalra       | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.  | 4:26:16 AM        |
|                  | I will be surely assisting you with this. Kindly help me with your server name and user name?  | 4:26:19 AM        |
| Danielle Crowell | HCO LLC  | 4:26:35 AM        |
| Yash Kalra       | May I take the remote access of your local computer?   | 4:27:51 AM        |
| Danielle Crowell | yes  | 4:27:56 AM        |
| Yash Kalra       | Prior providing the access, I would suggest you to close any important documents at your end.  | 4:28:07 AM        |
|                  | Kindly Click on the link and open the downloaded file.<br><a href="https://assist.acecloudhosting.com/join/9312300429">https://assist.acecloudhosting.com/join/9312300429</a>  | 4:28:16 AM        |
| Danielle Crowell | is it working  | 4:29:50 AM        |
| Yash Kalra       | 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. | 4:30:13 AM        |
|                  | Danielle, as per our discussion, we suggested you reach out to intuit regarding the back feed issue.   | 4:50:52 AM        |
|                  | If required, you can connect us on 3-way call and we will be there to help you.  | 4:51:42 AM        |
|                  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 4:51:53 AM        |
|                  |  |                   |

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

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

Thanks!


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

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

4:51:56 AM

*Yash Kalra has ended this chat session*

4:51:59 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 1:04:17 AM

**#83349 Debbie Tyree**

**Email:** kemcowest@kemcowest.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:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 22 Secs

|              |  |                   |
|--------------|--|-------------------|
| Debbie Tyree | Hello, I am your Acebuddy  | 6 Nov, 1:04:17 AM |
| Acebuddy     | Hello Debbie Tyree, I'm your Ace Buddy. I'll be happy to assist you! | 1:04:18 AM        |
|              | Whom Would You Like to Connect With?                                 | 1:04:18 AM        |
| Debbie Tyree | Technical Support (QB & App Hosting)                                 | 1:04:23 AM        |
| Acebuddy     |  |                   |

|              |  |            |
|--------------|--|------------|
|              | Welcome to Ace Support.  | 1:04:23 AM |
|              | Please chose an option :   | 1:04:23 AM |
| Debbie Tyree | I'd like to report an Issue  | 1:04:33 AM |
| Acebuddy     | Please select an option!   | 1:04:33 AM |
| Debbie Tyree | Password Reset   | 1:04:37 AM |
| Acebuddy     | Please select an option below  | 1:04:37 AM |
| Debbie Tyree | Already Enrolled to Selfcare Portal  | 1:04:43 AM |
| Acebuddy     | Please follow the process mentioned in the link below inorder to reset your server password. | 1:04:43 AM |
|              | Do you need any further assistance on the topic?   | 1:04:43 AM |
| Debbie Tyree | No   | 1:11:39 AM |
| Acebuddy     | Thank you for contacting Ace Support. Have a nice day!                                       | 1:11:39 AM |
|              | <i>Acebuddy has ended this chat session</i>  | 1:11:40 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 1:44:19 AM

#83794 Myunsun Sunny Kim

**Email:** sunnykim@kimengineering.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** LAUREL

**State:** Maryland

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 19 Secs



|               |  |                    |
|---------------|--|--------------------|
| Jennifer Herd | Hello, I am your Acebuddy  | 19 Nov, 3:27:06 AM |
| Acebuddy      | Hello Jennifer Herd, I'm your Ace Buddy. I'll be happy to assist you!  | 3:27:07 AM         |
|               | Whom Would You Like to Connect With?   | 3:27:07 AM         |
| Jennifer Herd | Technical Support (QB & App Hosting)   | 3:27:14 AM         |
| Acebuddy      | Welcome to Ace Support.  | 3:27:15 AM         |
|               | Please chose an option :   | 3:27:15 AM         |
| Jennifer Herd | I'd like to report an Issue  | 3:27:21 AM         |
| Acebuddy      | Please select an option!   | 3:27:21 AM         |
| Jennifer Herd | Password Reset   | 3:27:25 AM         |
| Acebuddy      | Please select an option below  | 3:27:25 AM         |
| Jennifer Herd | Not Enrolled to Selfcare Portal  | 3:27:33 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. | 3:27:33 AM         |
|               | Do you need any further assistance on the topic?   | 3:27:33 AM         |
| Jennifer Herd | No   | 3:29:03 AM         |
| Acebuddy      | Thank you for contacting Ace Support. Have a nice day!   | 3:29:03 AM         |
|               | <i>Acebuddy has ended this chat session</i>  | 3:29:03 AM         |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83863 bobailey

Email: bobailey@baileytaxwv.com 📞 3046191207

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

20 Nov, 7:21:51 AM

**City:** FT WAYNE  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 44 Secs

|                |  |                    |
|----------------|--|--------------------|
| bobailey       | Hello, I am your Acebuddy  | 20 Nov, 7:21:51 AM |
| Acebuddy       | Hello Bobailey, I'm your Ace Buddy. I'll be happy to assist you!   | 7:21:52 AM         |
|                | Whom Would You Like to Connect With?   | 7:21:52 AM         |
| bobailey       | Technical Support (QB & App Hosting)   | 7:21:57 AM         |
| Acebuddy       | Welcome to Ace Support.  | 7:21:57 AM         |
|                | Please chose an option :   | 7:21:57 AM         |
| bobailey       | I'd like to report an Issue  | 7:22:01 AM         |
| Acebuddy       | Please select an option!   | 7:22:01 AM         |
| bobailey       | Other Issue  | 7:22:06 AM         |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!   | 7:22:06 AM         |
| bobailey       | I am unable to connect to my Ace Cloud as a new customer following the email instructions  | 7:22:29 AM         |
| Acebuddy       | Please wait while we connect you to a Support Representative   | 7:22:29 AM         |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   | 7:22:29 AM         |
|                | <i>Anjainay Singh accepted the chat transfer request.</i>  | 7:22:51 AM         |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.  | 7:22:57 AM         |
| bobailey       | Thank you  | 7:23:36 AM         |
|                | I am trying to connect as a new customer and try my cloud out before our morning call to migrate my data and finalize...it keeps saying my credentials are incorrect | 7:24:21 AM         |
| Anjainay Singh | I understand your concern and assure you the best resolution possible.   | 7:26:09 AM         |
|                | Could you please confirm whether you are able to login into the server?  | 7:26:54 AM         |
| bobailey       | I get to the screen that says Tap to Connect with the circle button. When i click that, it says my credentials are incorrect   | 7:27:29 AM         |
|                | I tried to change them to what was provided in the email, but no success   | 7:27:41 AM         |
| Anjainay Singh | No worries BoBailey I will assist you in setting up the ACE connect.   | 7:28:20 AM         |
|                | May I take the remote access of your local computer?   | 7:28:26 AM         |
| bobailey       | Sure   | 7:28:30 AM         |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end.  | 7:28:55 AM         |
|                | <a href="https://assist.acecloudhosting.com/join/8682981780">https://assist.acecloudhosting.com/join/8682981780</a>  | 7:29:18 AM         |

|  |  |            |
|--|--|------------|
|  | Please copy this URL from here and paste it in your local browser.                                 | 7:29:36 AM |
|  | Please download the remote file from URL and click the remote file and select accept and continue. | 7:30:13 AM |
|  | We are connected.  | 7:30:52 AM |
|  | As issue has been resolved over a remote session so we are disconnecting this chat.                | 7:47:18 AM |
|  | I will also share the ticket id with you over the mail once this chat is disconnected.             | 7:47:26 AM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.                                | 7:47:32 AM |
|  | <i>Anjainay Singh has ended this chat session</i>  | 7:47:36 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83818 jessica squire

Email: jessica.squire@asgsolutions.us 📞 3523034429

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

19 Nov, 7:23:28 PM

|                 |  |                                 |
|-----------------|--|---------------------------------|
| Chat Transcript |  | Chat Duration : 19 Mins 51 Secs |
| jessica squire  | Hello, I am your Acebuddy  | 19 Nov, 7:23:29 PM              |
| Acebuddy        | Hello Jessica Squire, I'm your Ace Buddy. I'll be happy to assist you! | 7:23:30 PM                      |
|                 | Whom Would You Like to Connect With?                                   | 7:23:30 PM                      |
| jessica squire  | Technical Support (QB & App Hosting)                                   | 7:23:36 PM                      |
| Acebuddy        | Welcome to Ace Support.  | 7:23:36 PM                      |

|                |   |            |
|----------------|---|------------|
|                | Please chose an option :  | 7:23:36 PM |
| jessica squire | I'd like to report an Issue   | 7:24:07 PM |
| Acebuddy       | Please select an option!  | 7:24:08 PM |
| jessica squire | QuickBooks Issue  | 7:24:14 PM |
| Acebuddy       | What type of QuickBooks Issue are you facing?   | 7:24:14 PM |
| jessica squire | Other QB related issue  | 7:24:20 PM |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  | 7:24:20 PM |
| jessica squire | ticket number 796378  | 7:24:34 PM |
| Acebuddy       | Please wait while we connect you to a Support Representative  | 7:24:36 PM |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 7:24:36 PM |
|                | <i>Shubham Maurya accepted the chat transfer request.</i>   | 7:24:44 PM |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.   | 7:24:49 PM |
| jessica squire | I just wanted to send a quick update for the existing ticket. I'm not sure what has been done since the last correspondence, but we are still not able to email reports within QB   | 7:26:15 PM |
| Shubham Maurya | Thank you for the update, and we do apologize that you’re still unable to email reports within QuickBooks. We understand how frustrating this can be, and appreciate your patience.<br><br>To help us look into this further and resolve the issue as quickly as possible, could you please share a <b>callback number</b> and a <b>preferred time</b> when we can reach you? This will allow us to troubleshoot the problem directly and provide faster assistance by our escalation team. | 7:28:37 PM |
| jessica squire | Friday at 12:00pm EST   | 7:30:13 PM |
|                | 352-303-4429  | 7:30:20 PM |
| Shubham Maurya | Thank you for the details.<br>Friday at <b>12:00 PM EST</b> works perfectly. We will give you a call at that time to continue troubleshooting.<br><br>If anything changes or you need to reschedule, please let us know by replying over mail to the same ticket number #796378   | 7:32:01 PM |
|                | Just to confirm it's <b>November 21</b>   | 7:32:40 PM |
|                | Are we still connected here?  | 7:37:09 PM |
|                | Are we still connected here?  | 7:38:04 PM |
|                | Are we still connected here?  | 7:39:12 PM |
| jessica squire | yes   | 7:39:12 PM |
| Shubham Maurya | Thanks for the confirmation, Just want to make sure that date is noted correctly <b>November 21</b> for next callback from escalation team.   | 7:40:06 PM |
| jessica squire | yes   | 7:40:19 PM |

|                |  |            |
|----------------|--|------------|
| Shubham Maurya | Alright, Is there anything else I may help you with ?  | 7:40:36 PM |
| jessica squire | no thats all   | 7:41:50 PM |
| Shubham Maurya | Thank you for your patience and understanding, Jessica. We will provide an update within the timeframe given. Have a great day!  | 7:43:03 PM |
|                | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 7:43:09 PM |

*Shubham Maurya has ended this chat session*

7:43:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83723 brittany

Email: brittany@bbennettcpa.com 📞 18134525404

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: VALRICO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 39 Secs

|                      |   |                    |
|----------------------|---|--------------------|
| brittany             | Hello, I am your Acebuddy   | 18 Nov, 2:17:44 AM |
| Acebuddy             | Hello Brittany Bennett, I'm your Ace Buddy. I'll be happy to assist you!  | 2:17:44 AM         |
|                      | Whom Would You Like to Connect With?  | 2:17:44 AM         |
| brittany             | Technical Support (QB & App Hosting)  | 2:17:48 AM         |
| Acebuddy             | Welcome to Ace Support.   | 2:17:48 AM         |
|                      | Please chose an option :  | 2:17:48 AM         |
| brittany             | I'd like to report an Issue   | 2:17:52 AM         |
| Acebuddy             | Please select an option!  | 2:17:52 AM         |
| brittany             | Password Reset  | 2:17:57 AM         |
| Acebuddy             | Please select an option below   | 2:17:57 AM         |
| brittany             | Setback   | 2:18:02 AM         |
| Acebuddy             | Please select an option!  | 2:18:02 AM         |
| brittany             | Other Issue   | 2:18:06 AM         |
| Acebuddy             | Please specify the issue you are facing before I connect you to an available support representative!                              | 2:18:06 AM         |
| brittany             | My password is not working I messaged with another rep about this last week   | 2:18:22 AM         |
| Acebuddy             | Please wait while we connect you to a Support Representative  | 2:18:22 AM         |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>  | 2:18:22 AM         |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>   | 2:19:15 AM         |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.                       | 2:19:19 AM         |
|                      | I deeply apologize for the inconvenience caused to you.   | 2:19:34 AM         |
|                      | I will be surely assisting you with this.   | 2:19:41 AM         |
|                      | Is this for account: <b>Brittany Bennett CPA PA ?</b>   | 2:20:15 AM         |
| brittany             | Yes   | 2:20:20 AM         |
| Abhay Kumar Saraswat | Thanks for the confirmation !   | 2:20:53 AM         |
|                      | Just to confirm- Are you looking to reset you <b>ACE server login</b> password?   | 2:21:20 AM         |
| brittany             | I got it, when I enter my password it takes half a dozen times and then lets me in, it keeps happen                               | 2:21:50 AM         |
| Abhay Kumar Saraswat | I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue. | 2:22:21 AM         |
|                      | May I take the remote access of your local computer?  | 2:22:26 AM         |
| brittany             | Yes   | 2:22:34 AM         |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end.                                     | 2:22:41 AM         |
|                      |   |                    |

|                         |  |            |
|-------------------------|--|------------|
|                         | <a href="https://assist.acecloudhosting.com/join/7062979613">https://assist.acecloudhosting.com/join/7062979613</a>  | 2:22:46 AM |
| brittany                | ok   | 2:22:48 AM |
| Abhay Kumar<br>Saraswat | Kindly paste this link in the browser of local computer and join the session.  | 2:22:52 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. | 2:23:49 AM |
|                         | We are still connected with remote session.  | 2:43:57 AM |
|                         | Please stay with me there.   | 2:44:05 AM |
|                         | As you confirmed over the remote that the issue has been resolved, we are ending this chat.  | 2:58:21 AM |
|                         | Is there anything else I may help you with ?   | 2:58:28 AM |
|                         | Are we still connected here?   | 2:59:03 AM |
|                         | Are we still connected here?   | 3:00:10 AM |
|                         | This message has been deleted  | 3:00:59 AM |
|                         | Are we still connected here, Brittany?   | 3:01:32 AM |
|                         | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.  | 3:02:22 AM |

Abhay Kumar Saraswat has ended this chat session

3:02:23 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 7:39:21 PM

#83270 beth

Email: beth@stillwaterfundservices.com ☎ 13122084104

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 39 Secs

City: BUFFALO GROVE

**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 7 Secs

|                |  |                   |
|----------------|--|-------------------|
| beth           | Hello, I am your Acebuddy  | 4 Nov, 7:39:22 PM |
| Acebuddy       | Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!   | 7:39:23 PM        |
|                | Whom Would You Like to Connect With?   | 7:39:23 PM        |
| beth           | Technical Support (QB & App Hosting)   | 7:39:30 PM        |
| Acebuddy       | Welcome to Ace Support.  | 7:39:30 PM        |
|                | Please chose an option :   | 7:39:30 PM        |
| beth           | I'd like to report an Issue  | 7:39:41 PM        |
| Acebuddy       | Please select an option!   | 7:39:41 PM        |
| beth           | Other Issue  | 7:39:47 PM        |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!                       | 7:39:47 PM        |
| beth           | restart server, frozen   | 7:39:57 PM        |
| Acebuddy       | Please wait while we connect you to a Support Representative   | 7:39:58 PM        |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   | 7:39:58 PM        |
|                | <i>Shubham Maurya accepted the chat transfer request.</i>  | 7:40:32 PM        |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.                      | 7:40:38 PM        |
|                | I will be surely assisting you with this. Kindly help me with your server name and user name?                              | 7:40:50 PM        |
| beth           | looking for it   | 7:41:10 PM        |
| Shubham Maurya | Sure, please take your time.   | 7:41:45 PM        |
| beth           | Username :- myrealdata\NancyCorrie   | 7:43:35 PM        |
|                | this is the username that is frozen. we need to reset the server. i cannot do that.  | 7:43:52 PM        |
| Shubham Maurya | Thanks for the information, let me check that for you. Please hold on while I disconnect your remote session from our end. | 7:44:40 PM        |
| beth           | this might be the company id   | 7:44:45 PM        |
|                | CID72032   | 7:44:46 PM        |
| Shubham Maurya | Yes, please check it now. Try to login back and let us know if it's working good.  | 7:46:02 PM        |
| beth           | yes working, ty  | 7:48:32 PM        |
| Shubham Maurya | You most welcome !   | 7:48:48 PM        |
|                |  |                   |

|  |  |            |
|--|--|------------|
|  | Thanks for your patience with us.  | 7:49:02 PM |
|  | Is there anything else I may help you with ?   | 7:49:04 PM |
|  | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 7:50:14 PM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 7:50:18 PM |

*Shubham Maurya has ended this chat session*

7:50:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 10:09:03 PM

#83523 hannah

**Email:** hannah@carderconcreteco.com 📞 18177731527

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** GODLEY

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 46 Secs

|        |                           |                     |
|--------|---------------------------|---------------------|
| hannah | Hello, I am your Acebuddy | 11 Nov, 10:09:04 PM |
|--------|---------------------------|---------------------|

|                      |  |             |
|----------------------|--|-------------|
| Acebuddy             | Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!   | 10:09:05 PM |
|                      | Whom Would You Like to Connect With?   | 10:09:05 PM |
| hannah               | Technical Support (QB & App Hosting)   | 10:09:15 PM |
| Acebuddy             | Welcome to Ace Support.  | 10:09:15 PM |
|                      | Please chose an option :   | 10:09:15 PM |
| hannah               | I'd like to report an Issue  | 10:09:25 PM |
| Acebuddy             | Please select an option!   | 10:09:25 PM |
| hannah               | Other Issue  | 10:09:31 PM |
| Acebuddy             | Please specify the issue you are facing before I connect you to an available support representative!                                 | 10:09:31 PM |
| hannah               | I need to get help with integrating Avalara. I've been speaking with someone already about this. The reference # is ID 792965        | 10:10:42 PM |
| Acebuddy             | Please wait while we connect you to a Support Representative   | 10:10:43 PM |
|                      | <i>Acebuddy (bot) forwarded the chat request</i>   | 10:10:43 PM |
|                      | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>  | 10:11:00 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.                          | 10:11:08 PM |
|                      | This message has been deleted  | 10:11:14 PM |
|                      | I will be surely assisting you with this.  | 10:11:28 PM |
|                      | Let me check the given ticket number. (Edited)   | 10:11:36 PM |
|                      | Kindly allow me two minutes to check the same.   | 10:11:46 PM |
| hannah               | ok   | 10:11:53 PM |
| Abhay Kumar Saraswat | Thank you for your patience.   | 10:15:10 PM |
|                      | Hannah, I've checked your given ticket number and it has been closed due to no response from your end.                               | 10:15:41 PM |
|                      | Please tell me how can I assist you now?   | 10:16:00 PM |
| hannah               | I need to arrange a Zoom call with someone on your end, and someone from Avalara so we can integrate AvaTax into Quickbooks Desktop. | 10:17:18 PM |
| Abhay Kumar Saraswat | Sure, then you can arrange a meeting, set the time and share the zoom call link with us.   | 10:18:15 PM |
|                      | One of our engineers will definitely join you and other support person on call. (Edited)   | 10:18:33 PM |
| hannah               | How do I let someone from Ace Cloud know about the call? Is there a number I can call directly?                                      | 10:19:30 PM |
| Abhay Kumar Saraswat | Yes.   | 10:19:38 PM |
|                      | Here is our number: 888-415-5240 (toll-free)   | 10:19:46 PM |
|                      |  |             |

|                      |  |             |
|----------------------|--|-------------|
|                      | You can contact us on this number 24*7.  | 10:20:15 PM |
| hannah               | Is there a reference number I need to provide?   | 10:20:39 PM |
| Abhay Kumar Saraswat | Whenever you send an email to <b>support@acecloudhosting.com</b> , a support ticket will be automatically generated. You'll receive a confirmation email containing the " <b>ticket number</b> " for your reference  | 10:23:32 PM |
|                      | You can share the same on call.  | 10:23:51 PM |
| hannah               | Ok, thank you.   | 10:24:26 PM |
| Abhay Kumar Saraswat | So, whenever we receive the zoom link on email, one of us will assist you regarding integration process.   | 10:24:43 PM |
|                      | Is there anything else I may help you with ?   | 10:24:57 PM |
| hannah               | That will be it. Thank you.  | 10:25:35 PM |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.   | 10:25:41 PM |
|                      | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 10:25:44 PM |
|                      | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 10:25:49 PM |
|                      | <i>Abhay Kumar Saraswat has ended this chat session</i>  | 10:25:51 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83728 jjtrujillo

Email: jjtrujillo@cox.net 📞 16029318689

Department: Support(QB & App Hosting)

18 Nov, 3:29:42 AM

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** NEW YORK  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 50 Secs

|                                |  |                    |
|--------------------------------|--|--------------------|
| jjtrujillo                     | Hello, I am your Acebuddy  | 18 Nov, 3:29:43 AM |
| Acebuddy                       | Hello Jjtrujillo, I'm your Ace Buddy. I'll be happy to assist you!   | 3:29:44 AM         |
|                                | Whom Would You Like to Connect With?   | 3:29:44 AM         |
| jjtrujillo                     | Technical Support (QB & App Hosting)   | 3:29:52 AM         |
| Acebuddy                       | Welcome to Ace Support.  | 3:29:52 AM         |
|                                | Please chose an option :   | 3:29:52 AM         |
| jjtrujillo                     | I'd like to raise a Request  | 3:29:57 AM         |
| Acebuddy                       | Please select your request type.   | 3:29:57 AM         |
| jjtrujillo                     | Other Request  | 3:30:21 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. | 3:30:21 AM         |
|                                | If you are facing any issue/problem with your server, Please select the appropriate option below :   | 3:30:21 AM         |
|                                | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.                             | 4:04:34 AM         |
| Ended due to chat idle timeout |  | 4:04:34 AM         |



#83692 chris

Email: chris@thesteelbreeze.com 📞 12039945674

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 23 Secs

City: NEWTOWN

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 10 Secs

|                 |  |                     |
|-----------------|--|---------------------|
| chris           | Hello, I am your Acebuddy  | 16 Nov, 10:17:00 PM |
| Acebuddy        | Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!  | 10:17:02 PM         |
|                 | Whom Would You Like to Connect With?   | 10:17:02 PM         |
| chris           | Technical Support (QB & App Hosting)   | 10:17:07 PM         |
| Acebuddy        | Welcome to Ace Support.  | 10:17:07 PM         |
|                 | Please chose an option :   | 10:17:07 PM         |
| chris           | I'd like to report an Issue  | 10:17:14 PM         |
| Acebuddy        | Please select an option!   | 10:17:14 PM         |
| chris           | Other Issue  | 10:17:19 PM         |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   | 10:17:19 PM         |
| chris           | i cannot connect to my server  | 10:17:31 PM         |
| Acebuddy        | Please wait while we connect you to a Support Representative   | 10:17:32 PM         |
|                 | Acebuddy (bot) forwarded the chat request  | 10:17:32 PM         |
| chris           | finally, on the 20th try...  | 10:17:49 PM         |
|                 | Ashutosh Mishra accepted the chat transfer request.  | 10:19:29 PM         |
|                 | Ashutosh Mishra is transferring the chat to Shubham Kataria.   | 10:19:45 PM         |
|                 | Shubham Kataria accepted the chat transfer request.  | 10:19:47 PM         |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 10:19:53 PM         |
|                 | I deeply apologize for the inconvenience caused to you.  | 10:20:06 PM         |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?          | 10:20:14 PM         |
|                 |  |                     |

|  |   |             |
|--|---|-------------|
|  | Are we still connected here?  | 10:22:15 PM |
|  | Are we still connected here?  | 10:23:09 PM |
|  | Are we still connected here?  | 10:24:33 PM |
|  | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 10:25:08 PM |

*Shubham Kataria has ended this chat session*

10:25:11 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 8:59:53 AM

**#83500 Robert Bruce**  
**Email:** bobbBrucecpa@gmail.com 📞 19703024587  
**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:** 6 Secs  
**City:** EATON  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 1 Sec

|              |  |                    |
|--------------|--|--------------------|
| Robert Bruce | Hello, I am your Acebuddy  | 11 Nov, 8:59:53 AM |
| Acebuddy     | Hello Robert Bruce, I'm your Ace Buddy. I'll be happy to assist you! | 8:59:55 AM         |
|              | Whom Would You Like to Connect With?                                 | 8:59:55 AM         |
| Robert Bruce | Technical Support (QB & App Hosting)                                 | 9:00:09 AM         |
| Acebuddy     | Welcome to Ace Support.  | 9:00:09 AM         |
|              | Please chose an option :   | 9:00:09 AM         |
|              |  |                    |

|                |   |            |
|----------------|---|------------|
| Robert Bruce   | I'd like to report an Issue   | 9:00:18 AM |
| Acebuddy       | Please select an option!  | 9:00:18 AM |
| Robert Bruce   | Other Issue   | 9:00:26 AM |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!                | 9:00:26 AM |
| Robert Bruce   | I lost my login Icon and can't login to my portal   | 9:01:07 AM |
| Acebuddy       | Please wait while we connect you to a Support Representative  | 9:01:07 AM |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 9:01:07 AM |
|                | <i>Abhishek Rakwal declined the transfer request.</i>   | 9:01:24 AM |
|                | <i>Anjainay Singh accepted the chat transfer request.</i>   | 9:01:31 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.               | 9:01:36 AM |
| Robert Bruce   | I lost my login icon and need help logging into my portal   | 9:02:45 AM |
| Anjainay Singh | I understand your concern and assure you the best possible resolution for it.                                       | 9:02:48 AM |
|                | Could you please confirm whether you are able to login into the server?   | 9:03:11 AM |
| Robert Bruce   | I am not able to login to my server, I need the login information   | 9:04:11 AM |
| Anjainay Singh | No worries Robert, I will assist you in resolving this.   | 9:04:18 AM |
|                | May I take the remote access of your local computer?  | 9:04:31 AM |
| Robert Bruce   | yes   | 9:04:40 AM |
| Anjainay Singh | Prior providing the access, I would suggest you to close any important documents at your end.                       | 9:04:47 AM |
|                | <a href="https://assist.acecloudhosting.com/join/7492922008">https://assist.acecloudhosting.com/join/7492922008</a> | 9:05:02 AM |
| Robert Bruce   | all closed  | 9:05:09 AM |
| Anjainay Singh | Please copy this URL in your local machine browser.   | 9:05:22 AM |
|                | Download the remote file.   | 9:05:35 AM |
|                | Click on downloaded file and select accept and continue.  | 9:05:47 AM |
|                | Please stay connected.  | 9:12:14 AM |
|                | Please stay connected.  | 9:18:07 AM |
|                | Please stay connected.  | 9:37:32 AM |
|                | As issue has been resolved so we are disconnecting the chat session.  | 9:48:42 AM |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 9:48:53 AM |
|                | <i>Anjainay Singh has ended this chat session</i>   | 9:48:55 AM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


15 Nov, 3:12:42 PM

**#83683 Jamie**  
**Email:** stinagoransson.alligo.com@gmail.com 📞 16787674531  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Google Chrome  
**Device:** Mobile  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

|          |  |                    |
|----------|--|--------------------|
| Jamie    | Hello, I am your Acebuddy  | 15 Nov, 3:12:42 PM |
| Acebuddy | Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you!  | 3:12:44 PM         |
|          | Whom Would You Like to Connect With?   | 3:12:44 PM         |
| Jamie    | Technical Support (QB & App Hosting)   | 3:12:56 PM         |
| Acebuddy | Welcome to Ace Support.  | 3:12:56 PM         |
|          | Please chose an option :   | 3:12:56 PM         |
| Jamie    | I'd like to report an Issue  | 3:13:06 PM         |
| Acebuddy | Please select an option!   | 3:13:06 PM         |
| Jamie    | Password Reset   | 3:13:10 PM         |
| Acebuddy | Please select an option below  | 3:13:10 PM         |
| Jamie    | Not Enrolled to Selfcare Portal  | 3:13:20 PM         |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed. | 3:13:20 PM         |
|          | Do you need any further assistance on the topic?   | 3:13:20 PM         |
| Jamie    | No   | 3:13:31 PM         |
| Acebuddy |  |                    |

|  |  |            |
|--|--|------------|
|  | Thank you for contacting Ace Support. Have a nice day! | 3:13:31 PM |
|  | <i>Acebuddy has ended this chat session</i>            | 3:13:31 PM |
| <div></div> |  |            |

# Chat Transcript

Hello, I am your Acebuddy


|  |                   |
|--|-------------------|
| Visitor Details  | 8 Nov, 9:39:23 AM |
| <p><b>#83431 Karan Malhotra</b></p> <p><b>Email:</b> contactus@agogfinancials.com 📞 14124272114</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Sujeet Kumar Suman</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 12 Secs</p> <p><b>City:</b> VIENNA</p> <p><b>State:</b> Virginia</p> <p><b>Country:</b> UNITED STATES</p> |                   |

Chat Transcript

Chat Duration : 37 Mins 4 Secs

|                |  |                   |
|----------------|--|-------------------|
| Karan Malhotra | Hello, I am your Acebuddy  | 8 Nov, 9:39:23 AM |
| Acebuddy       | Hello Karan Malhotra, I'm your Ace Buddy. I'll be happy to assist you!                               | 9:39:25 AM        |
|                | Whom Would You Like to Connect With?   | 9:39:25 AM        |
| Karan Malhotra | Technical Support (QB & App Hosting)   | 9:39:30 AM        |
| Acebuddy       | Welcome to Ace Support.  | 9:39:30 AM        |
|                | Please chose an option :   | 9:39:30 AM        |
| Karan Malhotra | I'd like to report an Issue  | 9:39:37 AM        |
| Acebuddy       | Please select an option!   | 9:39:37 AM        |
| Karan Malhotra | Other Issue  | 9:39:43 AM        |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative! | 9:39:43 AM        |

|                    |   |            |
|--------------------|---|------------|
| Karan Malhotra     | unable to log in to cloud server  | 9:40:00 AM |
| Acebuddy           | Please wait while we connect you to a Support Representative  | 9:40:00 AM |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>  | 9:40:00 AM |
|                    | <i>Sujeet Kumar Suman accepted the chat transfer request.</i>   | 9:40:14 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.   | 9:40:18 AM |
|                    | Hello Karan   | 9:40:21 AM |
| Karan Malhotra     | I am unable to log into one of the servers  | 9:40:38 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you.   | 9:40:47 AM |
|                    | Are you encountering any errors when trying to access it?   | 9:40:54 AM |
| Karan Malhotra     | it says logon attempt failed  | 9:41:32 AM |
| Sujeet Kumar Suman | Could you please share a screenshot of the prompt that appears when you click on it?  | 9:41:50 AM |
|                    | Are we still connected here?  | 9:43:30 AM |
| Karan Malhotra     | <i>9:43:35 AM</i> Karan Malhotra is sharing a file with you<br><a href="#">Screenshot 2025-11-07 231216.png</a> - ( Size:40.38 KB )   | 9:43:35 AM |
|                    | <i>9:43:38 AM</i> Karan Malhotra is sharing a file with you<br><a href="#">Screenshot 2025-11-07 231216.png</a> - ( Size:40.38 KB )   | 9:43:38 AM |
|                    | yes, just sent you the screenshot   | 9:43:48 AM |
| Sujeet Kumar Suman | Thank you for the screenshot.   | 9:43:58 AM |
|                    | When was the last time you were able to access the server?  | 9:44:05 AM |
| Karan Malhotra     | I havent logged in a while  | 9:44:14 AM |
|                    | so dont remember  | 9:44:19 AM |
| Sujeet Kumar Suman | No issue.   | 9:44:32 AM |
|                    | Are you the only one experiencing this issue, or are others affected as well?   | 9:44:39 AM |
| Karan Malhotra     | I am the only one who uses this server  | 9:44:55 AM |
|                    | the other servers are working fine  | 9:45:02 AM |
| Sujeet Kumar Suman | Thanks for all of the information's.  | 9:45:07 AM |
|                    | May I take the remote access of your local computer?  | 9:45:14 AM |
| Karan Malhotra     | sure  | 9:45:19 AM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern.   | 9:45:29 AM |
|                    | Kindly paste this link in the browser of local computer and join the session.<br>https://assist.acecloudhosting.com/join/5292814446   | 9:45:37 AM |
|                    | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly | 9:47:11 AM |

|  |  |             |
|--|--|-------------|
|  | give your confirmation on this chat.   |             |
|  | Please stay connected; we are working on remote.   | 10:06:28 AM |
|  | <i>The visitor's name and phone number were changed.</i>   | 10:10:48 AM |
|  | Thank you for your patience.   | 10:15:42 AM |
|  | As per discussion over the remote session, The issue is resolved.  | 10:15:47 AM |
|  | Is there anything else I may help you with ?   | 10:15:52 AM |
| Karan Malhotra   | Thanks much!   | 10:15:56 AM |
| Sujeet Kumar Suman   | Most welcome.  | 10:16:03 AM |
|  | Thanks for the confirmation !  | 10:16:10 AM |
|  | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  | 10:16:15 AM |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  | 10:16:22 AM |
|  | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> | 10:16:26 AM |
|  | <i>Sujeet Kumar Suman has ended this chat session</i>  | 10:16:28 AM |
| <div></div> |  |             |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83616 Brian Kotzmoyer

Email: xionusa1976@gmail.com ☎ 5706402468

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

13 Nov, 9:49:28 PM

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** TAMAQUA

**State:** Pennsylvania

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 30 Mins

|                    |  |                    |
|--------------------|--|--------------------|
| Brian Kotzmoyer    | Hello, I am your Acebuddy  | 13 Nov, 9:49:29 PM |
| Acebuddy           | Hello Brian Kotzmoyer, I'm your Ace Buddy. I'll be happy to assist you!  | 9:49:29 PM         |
|                    | Whom Would You Like to Connect With?   | 9:49:29 PM         |
| Brian Kotzmoyer    | Technical Support (QB & App Hosting)   | 9:49:53 PM         |
| Acebuddy           | Welcome to Ace Support.  | 9:49:53 PM         |
|                    | Please chose an option :   | 9:49:53 PM         |
| Brian Kotzmoyer    | I'd like to report an Issue  | 9:50:24 PM         |
| Acebuddy           | Please select an option!   | 9:50:24 PM         |
| Brian Kotzmoyer    | QuickBooks Issue   | 9:53:45 PM         |
| Acebuddy           | What type of QuickBooks Issue are you facing?  | 9:53:45 PM         |
| Brian Kotzmoyer    | Other QB related issue   | 9:53:52 PM         |
| Acebuddy           | Please specify the issue you are facing before I connect you to an available support representative!                           | 9:53:52 PM         |
| Brian Kotzmoyer    | Since the update this morning I can no longer email from quickbooks its requiring webmail authorization                        | 9:54:49 PM         |
| Acebuddy           | Please wait while we connect you to a Support Representative   | 9:54:50 PM         |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   | 9:54:50 PM         |
|                    | <i>Karan Bhattacharya accepted the chat transfer request.</i>  | 9:54:54 PM         |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.                      | 9:55:13 PM         |
| Brian Kotzmoyer    | We had you guys update QB this morning. Since the update we can no longer email from QB. It is requiring webmail authorization | 9:56:10 PM         |
| Karan Bhattacharya | ok,Was there any ticket number raised related to that incase so that I can check the details.                                  | 9:57:05 PM         |
| Brian Kotzmoyer    | let me look  | 9:57:26 PM         |
| Karan Bhattacharya | ok   | 9:57:32 PM         |
| Brian Kotzmoyer    | 83610  | 9:57:43 PM         |

|                    |  |             |
|--------------------|--|-------------|
| Karan Bhattacharya | ok,let me check,allow me few minutes   | 9:58:04 PM  |
| Brian Kotzmoyer    | ok   | 9:58:15 PM  |
| Karan Bhattacharya | Can you share the screenshot of error?   | 10:01:36 PM |
|                    | or the dialog box which is appearing   | 10:02:01 PM |
|                    | Are we still connected?  | 10:03:45 PM |
|                    | Are we still connected?  | 10:04:56 PM |
| Brian Kotzmoyer    | hello  | 10:05:39 PM |
|                    | sorry let me get a screen shot for you   | 10:05:58 PM |
| Karan Bhattacharya | ok   | 10:06:53 PM |
|                    | Are we still connected?  | 10:10:56 PM |
| Brian Kotzmoyer    | yes  | 10:11:05 PM |
| Karan Bhattacharya | While accessing which version are you getting the issue?   | 10:12:15 PM |
|                    | <i>10:13:23 PM</i> <i>Brian Kotzmoyer is sharing a file with you</i><br><a href="#"><i>IMG_2911.jpeg</i></a> - ( <i>Size:5.65 MB</i> )   | 10:13:23 PM |
|                    | what is your myrealdata id?  | 10:13:45 PM |
| Brian Kotzmoyer    | i dont know what that is   | 10:14:20 PM |
| Karan Bhattacharya | With which id do you login to the server?  | 10:14:43 PM |
| Brian Kotzmoyer    | admin  | 10:15:04 PM |
| Karan Bhattacharya | let me check   | 10:16:18 PM |
| Brian Kotzmoyer    | ok   | 10:17:28 PM |
| Karan Bhattacharya | I can see donnadou,tinaola users on server.  | 10:20:41 PM |
|                    | Does any account of it belong to you?  | 10:21:01 PM |
| Brian Kotzmoyer    | not of those accounts. I use admin when i need to use it   | 10:21:46 PM |
|                    | we only use one email to email our invoices out of QB  | 10:22:08 PM |
| Karan Bhattacharya | ok,allow me few minutes,let me check few more details  | 10:22:50 PM |
| Brian Kotzmoyer    | ok   | 10:23:36 PM |
| Karan Bhattacharya | I will be sharing you a remote assist session now,before that please close all the confidential details or information on your local machine which is not related to the request | 10:29:32 PM |
| Brian Kotzmoyer    | ok   | 10:29:51 PM |
| Karan Bhattacharya | Please share your local machine email id   | 10:30:48 PM |
|                    | Is this the one <b>[xionusa1976@gmail.com](mailto:xionusa1976@gmail.com)</b>   | 10:31:07 PM |
| Brian Kotzmoyer    | where do i find that   | 10:31:08 PM |
|                    |  |             |

|                                |  |             |
|--------------------------------|--|-------------|
|                                | in my email  | 10:31:22 PM |
| Karan Bhattacharya             | is this your email id ?  | 10:31:47 PM |
| Brian Kotzmoyer                | yes  | 10:31:53 PM |
| Karan Bhattacharya             | ok   | 10:31:59 PM |
| Brian Kotzmoyer                | should i check my email ?  | 10:33:28 PM |
| Karan Bhattacharya             | yes,please check   | 10:33:40 PM |
| Brian Kotzmoyer                | nothing there  | 10:34:01 PM |
| Karan Bhattacharya             | Is this your email id [bwkotzmoyer@gmail.com](mailto:bwkotzmoyer@gmail.com)?   | 10:34:44 PM |
| Brian Kotzmoyer                | that one as well   | 10:35:11 PM |
| Karan Bhattacharya             | ok   | 10:35:27 PM |
| Brian Kotzmoyer                | i use both of those  | 10:35:35 PM |
| Karan Bhattacharya             | <a href="https://assist.acecloudhosting.com/join/1482537690">https://assist.acecloudhosting.com/join/1482537690</a>                | 10:36:18 PM |
|                                | please access this link on your local machine  | 10:36:31 PM |
|                                | not on server  | 10:36:40 PM |
| Brian Kotzmoyer                | ok   | 10:37:01 PM |
| Karan Bhattacharya             | 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. | 11:20:20 PM |
| Ended due to chat idle timeout |  | 11:20:20 PM |



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 Nov, 4:39:04 AM

**#83429 AGUSTIN GARCIA**  
**Email:** agustin@agtaxaccounting.com ☎ 12068670623  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome

**Device:** Desktop  
**Average Response Time:** 50 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 5 Secs

|                |   |                   |
|----------------|---|-------------------|
| AGUSTIN GARCIA | Hello, I am your Acebuddy   | 8 Nov, 4:39:05 AM |
| Acebuddy       | Hello Agustin Garcia, I'm your Ace Buddy. I'll be happy to assist you!  | 4:39:06 AM        |
|                | Whom Would You Like to Connect With?  | 4:39:06 AM        |
| AGUSTIN GARCIA | Technical Support (QB & App Hosting)  | 4:39:10 AM        |
| Acebuddy       | Welcome to Ace Support.   | 4:39:10 AM        |
|                | Please chose an option :  | 4:39:10 AM        |
| AGUSTIN GARCIA | I'd like to raise a Request   | 4:39:18 AM        |
| Acebuddy       | Please select your request type.  | 4:39:18 AM        |
| AGUSTIN GARCIA | Application Version Upgrade   | 4:39:31 AM        |
| Acebuddy       | Please select the application you would like to upgrade :   | 4:39:31 AM        |
| AGUSTIN GARCIA | Other Application   | 4:39:39 AM        |
| Acebuddy       | To begin the installation process, please download the setup file from your application portal and save it to your server desktop.                                  | 4:39:39 AM        |
|                | Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.   | 4:39:39 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. | 4:39:39 AM        |
|                | Do you need any further assistance on the topic?  | 4:39:39 AM        |
| AGUSTIN GARCIA | Yes   | 4:40:16 AM        |
| Acebuddy       | Please wait while we connect you to our Support Representative  | 4:40:16 AM        |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  | 4:40:16 AM        |
|                | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i>   | 4:40:41 AM        |
|                | <i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>   | 4:40:48 AM        |
|                | <i>Yash Kalra accepted the chat transfer request.</i>   | 4:40:59 AM        |
| Yash Kalra     | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.   | 4:41:02 AM        |
|                | I will be surely assisting you with this. Kindly help me with your server name and user name?   | 4:41:05 AM        |
|                |   |                   |

|                |   |            |
|----------------|---|------------|
| AGUSTIN GARCIA | Hello, AG Tax and Accounting Services, Agustin Garcia   | 4:41:42 AM |
| Yash Kalra     | Kindly allow me two minutes to check the same.  | 4:42:01 AM |
|                | Augustin, please confirm the name of the application we need to upgrade.  | 4:44:50 AM |
| AGUSTIN GARCIA | Yes we need to download Lacerte 2025  | 4:45:21 AM |
|                | This can be done during the weekend, but you need the download prep file as well as the download product  | 4:46:55 AM |
| Yash Kalra     | Augustin, for installing any application we will be requiring the approval over mail form mail id agustin@agtaxaccounting.com along with the setup file , license details or serial key (if any) for installing the application | 4:47:29 AM |
|                | Augustin, will okay if I send you a mail for the installation and you can provide us the approval on that along with the setup file. (Edited)   | 4:48:24 AM |
| AGUSTIN GARCIA | Sure  | 4:48:58 AM |
| Yash Kalra     | We will mail you once this chat ends.   | 4:49:04 AM |
|                | Is there anything else I may help you with ? (Edited)   |            |
| AGUSTIN GARCIA | Well, I already have lacerte 2024 in my system, I just need the 2025 version  | 4:49:52 AM |
|                | Is is the same process?   | 4:50:02 AM |
| Yash Kalra     | Yes, sir for installing any application we need an approval from the registered mail id. (Edited)   | 4:51:34 AM |
| AGUSTIN GARCIA | By mail?  | 4:51:51 AM |
| Yash Kalra     | Sir for security reasons it necessary for us to get an approval over the mail.  | 4:52:56 AM |
|                | As soon as this chat ends, I will be mailing for the approval, and you can approve us over that mail. (Edited)  | 4:53:30 AM |
|                | Shall we proceed to end this chat now?  | 4:55:29 AM |
|                | Are we still connected here?  | 4:56:17 AM |
| AGUSTIN GARCIA | Okay  | 4:56:50 AM |
|                | It doesnt make sense to me but okay   | 4:56:57 AM |
|                | thank you   | 4:56:59 AM |
| Yash Kalra     | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   | 4:57:06 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.  | 4:57:08 AM |
|                | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!                     |            |
|                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).                                  |            |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |            |

*Yash Kalra has ended this chat session*

4:57:10 AM

