

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:00:11 AM

#79399 jennifer maliar

Email: jmaliar@comiskey.com ☎ 13038302255

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: PUEBLO

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 7 Secs

| | | |
|--------------------|--|--------------------|
| jennifer maliar | Hello, I am your Acebuddy | 15 Jul, 1:00:12 AM |
| Acebuddy | Hello Jennifer Maliar, I'm your Ace Buddy. I'll be happy to assist you! | 1:00:13 AM |
| | Whom Would You Like to Connect With? | 1:00:13 AM |
| jennifer maliar | Technical Support (QB & App Hosting) | 1:00:23 AM |
| Acebuddy | Welcome to Ace Support. | 1:00:24 AM |
| | Please chose an option : | 1:00:24 AM |
| jennifer maliar | I'd like to report an Issue | 1:00:31 AM |
| Acebuddy | Please select an option! | 1:00:31 AM |
| jennifer maliar | Other Issue | 1:00:37 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:00:37 AM |
| jennifer maliar | shortcut to QB Premier Drive Z does not work | 1:01:24 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:01:24 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:01:24 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 1:01:32 AM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you | 1:01:46 AM |

| | | |
|--------------------|--|------------|
| | today. | |
| | Hello Jennifer | 1:01:57 AM |
| jennifer maliar | hi | 1:02:02 AM |
| | it's ticket 730030 that I'm writing abouot | 1:02:14 AM |
| Sujeet Kumar Suman | Sure, I can help with that. Let me look into it for you. | 1:02:52 AM |
| jennifer maliar | it might be 297229 | 1:03:05 AM |
| Sujeet Kumar Suman | Kindly allow me two minutes to check the same. | 1:05:02 AM |
| | Kindly confirm the issue you are facing so that we can investigate further. | 1:06:41 AM |
| jennifer maliar | We log in to the Ace Server that hosts QB Enterprise. There's a shortcut on our desktop to a second drive where QB Premier is hosted. That shortcut does not work. Cannot open QB Premier, Cannot access files stored on that drive. | 1:08:20 AM |
| Sujeet Kumar Suman | Thank you for your patience. | 1:11:04 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:11:22 AM |
| jennifer maliar | the inaccessible server is \\COMISKEY2 my username on the main server is: MYREALDATA\Jennifer.Maliar | 1:14:08 AM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. | 1:14:22 AM |
| | Thank you for your patience. | 1:18:56 AM |
| jennifer maliar | sure | 1:19:09 AM |
| Sujeet Kumar Suman | Could you please log out from the server and log in again? | 1:19:29 AM |
| jennifer maliar | doing that now | 1:19:50 AM |
| Sujeet Kumar Suman | Sure, please take your time | 1:20:09 AM |
| jennifer maliar | same error - error reconnecting to Z, local device name already in use | 1:21:50 AM |
| Sujeet Kumar Suman | I deeply apologize for the inconvenience caused to you. | 1:22:24 AM |
| | We are checking from the backend. Please allow me a moment. | 1:24:28 AM |
| jennifer maliar | ok | 1:24:40 AM |
| Sujeet Kumar Suman | Please try again. | 1:25:15 AM |
| jennifer maliar | same error | 1:26:50 AM |
| Sujeet Kumar Suman | Kindly share your callback number so that we can arrange a suitable time for the callback | 1:28:06 AM |
| jennifer maliar | 1-303-549-8128 | 1:29:01 AM |
| | I will be here for 2.5 more hours today | 1:29:16 AM |
| Sujeet Kumar Suman | Thank you for the information . | 1:29:30 AM |
| | We will arrange the callback shortly | 1:30:01 AM |
| | Is there anything else I may help you with ? | 1:31:30 AM |

jennifer maliar

no this is the only thing thanks

1:31:48 AM

Sujeet Kumar Suman

Most welcome

1:32:09 AM

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

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

Thanks!

1:32:18 AM

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

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

Sujeet Kumar Suman has ended this chat session

1:32:20 AM



Chat Transcript

Our client Winter Park Publishing has a problem with their server.

Visitor Details

1 Jul, 7:49:49 PM

#78859 DOnofrio

Email: ddonofrio@lanetechnologysolutions.com 4076477787

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 41 Secs

DOnofrio

Our client Winter Park Publishing has a problem with their server.

1 Jul, 7:49:50 PM

| | | |
|-----------------|--|------------|
| Rishabh Gogia | Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. | 7:49:53 PM |
| DOnofrio | Hello Rishabh | 7:50:02 PM |
| Rishabh Gogia | Hi Donofrio! | 7:50:17 PM |
| | Let me transfer you to our technical support team to assist you with this. | 7:50:27 PM |
| DOnofrio | thanks | 7:50:34 PM |
| | <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> | 7:50:40 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 7:51:05 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 7:51:13 PM |
| DOnofrio | hello Ashutosh | 7:51:23 PM |
| Ashutosh Mishra | Hello Donofrio, I will surely assist you with this. | 7:51:41 PM |
| DOnofrio | Ashutosh we have a client Winter Park Publishing that has a problem with her account | 7:51:46 PM |
| | <i>7:52:20 PM DOnofrio is sharing a file with you</i> | |
| | <i><u>Screenshot 2025-07-01 100304.jpg</u> - (Size:14.58 KB)</i> | 7:52:20 PM |
| | 2 | |
| | <i>7:52:20 PM DOnofrio is sharing a file with you</i> | |
| | <i><u>Screenshot 2025-07-01 100219.jpg</u> - (Size:44.41 KB)</i> | 7:52:20 PM |
| | 1 | |
| Ashutosh Mishra | Please let us know the exact issue the client is facing and we will isolate the root cause. | 7:52:21 PM |
| DOnofrio | She wants to change her password but everytime that she put some new password it show the 2nd message | 7:52:55 PM |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. | 7:53:35 PM |
| DOnofrio | ok | 7:53:48 PM |
| Ashutosh Mishra | Please let me know the username of the affected user? | 7:57:02 PM |
| DOnofrio | Her name is Phyllis Miller | 7:57:37 PM |
| | the name of the company is Winter Park Publishing | 7:58:02 PM |
| | QBLivePre1.myrealdatal.net Admin_WPP.pre1 | 7:58:37 PM |
| | but her name is Phyllis | 7:58:50 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 7:59:10 PM |
| | Please try login again. | 7:59:17 PM |
| DOnofrio | give a minute to call her again | 7:59:37 PM |
| Ashutosh Mishra | Sure, please take your time | 7:59:47 PM |
| DOnofrio | she is typing the old password | 8:02:47 PM |
| | nothing happened | 8:02:50 PM |

| | | |
|-----------------|---|------------|
| | she sees the same screen, asking her the password | 8:03:57 PM |
| Ashutosh Mishra | We can reset the password to verify successful login however we would require approval over the email from registered contact. | 8:05:00 PM |
| | <i>8:05:19 PM</i> PMDOnofrio is sharing a file with you Screenshot 2025-07-01 103503.jpg - (Size:44.27 KB) | 8:05:19 PM |
| DOnofrio | ok do you have that email to said to her to chck? | 8:06:54 PM |
| | check | 8:06:56 PM |
| Ashutosh Mishra | Sure I will send the email for password approval however we have attempted a change from the backend please try login again. | 8:07:38 PM |
| DOnofrio | is this one PhyllisM@winterparkpublishing.com | 8:07:39 PM |
| Ashutosh Mishra | Registered contact is [accounting@lanetechnologysolutions.com] (mailto:accounting@lanetechnologysolutions.com) and [jim@lanetechnologysolutions.com] (mailto:jim@lanetechnologysolutions.com) | 8:08:11 PM |
| DOnofrio | ok | 8:08:17 PM |
| | let me check | 8:08:23 PM |
| | is any possible to reply to ddonofrio@lanetechnologysolutions.com? | 8:10:59 PM |
| Ashutosh Mishra | I can add the email in CC however approval is required from registered email. | 8:11:40 PM |
| DOnofrio | yes I sent a message to the approval, give me one min | 8:13:41 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 8:13:53 PM |
| DOnofrio | just let me know when you have it | 8:14:11 PM |
| Ashutosh Mishra | Sure i am refreshing now. | 8:14:23 PM |
| DOnofrio | thanks | 8:14:28 PM |
| | She has to change her password? o with the same pass? | 8:17:10 PM |
| Ashutosh Mishra | You can simply use the password I have just sent over the email. | 8:18:01 PM |
| DOnofrio | the same email that Accounting? | 8:18:33 PM |
| Ashutosh Mishra | Yes | 8:18:52 PM |
| DOnofrio | give me a min to check | 8:19:32 PM |
| Ashutosh Mishra | Sure | 8:19:58 PM |
| DOnofrio | give me a second I just waiting for the confirmation | 8:23:14 PM |
| Ashutosh Mishra | Yes we are still connected. | 8:23:39 PM |
| DOnofrio | yes | 8:23:48 PM |
| | waiting for accounting sent me that password. Could you sent to me ddonofrio@lanetechnologysolutions.com because they are very bussy and I have the client online | 8:27:16 PM |
| Ashutosh Mishra | You would have received the password too on ddonofrio@lanetechnologysolutions.com as Jim added | 8:27:46 PM |

| | | |
|-----------------|--|------------|
| | you in CC. | |
| DOnofrio | oki | 8:28:02 PM |
| | I put the password it said fail | 8:31:20 PM |
| | let me show you | 8:31:28 PM |
| | <i>8:32:45 PM DOnofrio is sharing a file with you 1_image.png - (Size:141.41 KB)</i> | 8:32:45 PM |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. | 8:33:50 PM |
| | It seems the user is connected now. | 8:36:27 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 8:37:34 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:04:26 AM

#79156 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 32 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 3 Secs

| | | |
|-----------------|---|--------------------|
| David Weinstein | Hello, I am your Acebuddy | 9 Jul, 12:04:27 AM |
| Acebuddy | Hello David, I'm your Ace Buddy. I'll be happy to assist you! | 12:04:27 AM |
| | Whom Would You Like to Connect With? | 12:04:27 AM |

| | | |
|-----------------|--|-------------|
| David Weinstein | Technical Support (QB & App Hosting) | 12:04:38 AM |
| Acebuddy | Welcome to Ace Support. | 12:04:39 AM |
| | Please chose an option : | 12:04:39 AM |
| David Weinstein | I'd like to report an Issue | 12:04:43 AM |
| Acebuddy | Please select an option! | 12:04:43 AM |
| David Weinstein | Password Reset | 12:04:48 AM |
| Acebuddy | Please select an option below | 12:04:48 AM |
| David Weinstein | Already Enrolled to Selfcare Portal | 12:04:52 AM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 12:04:52 AM |
| | Do you need any further assistance on the topic? | 12:04:52 AM |
| David Weinstein | Yes | 12:04:58 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:04:58 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:04:58 AM |
| David Weinstein | I reset the password in the portal and its not working!!!! | 12:05:15 AM |
| | <i>Gurwinder Singh accepted the chat transfer request.</i> | 12:06:28 AM |
| Gurwinder Singh | Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. | 12:06:44 AM |
| David Weinstein | i can't log in | 12:07:01 AM |
| Gurwinder Singh | Let me check the same, given me 2-3 mints to check your account. | 12:07:22 AM |
| | David, is there any other user who is reporting the same issue on your end ! | 12:08:16 AM |
| | David, are we still connected. | 12:11:21 AM |
| | Hi David, are we still connected. | 12:14:01 AM |
| David Weinstein | yes | 12:15:03 AM |
| Gurwinder Singh | Kindly try to login once, we have just rebooted the server. | 12:15:36 AM |
| David Weinstein | ok | 12:16:56 AM |
| | ty | 12:16:56 AM |
| | i[m good ty | 12:17:15 AM |
| Gurwinder Singh | Is there anything else I may help you with ? | 12:17:56 AM |
| | <i>Gurwinder Singh has ended this chat session</i> | 12:19:30 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 8:40:38 PM

#80003 Justin Hudd

Email: justin.hudd@poulinwilley.com ☎ 16303831111

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: CHARLESTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 9 Secs

| | | |
|-------------|--|--------------------|
| Justin Hudd | Hello, I am your Acebuddy | 31 Jul, 8:40:39 PM |
| Acebuddy | Hello Justin Hudd, I'm your Ace Buddy. I'll be happy to assist you! | 8:40:40 PM |
| | Whom Would You Like to Connect With? | 8:40:40 PM |
| Justin Hudd | Technical Support (QB & App Hosting) | 8:40:47 PM |
| Acebuddy | Welcome to Ace Support. | 8:40:47 PM |
| | Please chose an option : | 8:40:47 PM |
| Justin Hudd | I'd like to report an Issue | 8:40:54 PM |
| Acebuddy | Please select an option! | 8:40:54 PM |
| Justin Hudd | Other Issue | 8:40:58 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:40:58 PM |
| Justin Hudd | My account details can no longer be found and I need to add a Finance person to the account | 8:41:30 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:41:31 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:41:31 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 8:41:43 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 8:41:46 PM |

| | | |
|-------------|---|------------|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:41:48 PM |
| Justin Hudd | The account info I had saved was CID69309 | 8:42:10 PM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 8:42:33 PM |
| | Just to confirm, is this issue related to QuickBooks or something else? (Edited) | 8:44:05 PM |
| | Could you please elaborate on the issue so that we can assist you better? | 8:44:40 PM |
| Justin Hudd | I have an account that I can't login is the first problem | 8:45:19 PM |
| | Second is that I need to add 'courtney.moody@poulinwilley.com' to the account to login and change billing info. | 8:45:42 PM |
| Yash Kalra | Could you please share the username of the account you're experiencing login issues with? (Edited) | 8:47:12 PM |
| Justin Hudd | I thought it was CID69309 | 8:47:42 PM |
| Yash Kalra | Justin, CID69309 refers to your Client ID. If you're experiencing issues accessing the server, we kindly request you to share a few details such as: | |
| | <ol style="list-style-type: none"> 1. The error message you're receiving. 2. The username you're using to log in. | 8:50:34 PM |
| | Alternatively, you may provide remote access to your local computer so we can assist you further in resolving the issue. (Edited) | |
| Justin Hudd | I'm just trying to login to Ace Cloud Hosting and our account webpage. I assumed that I could add Courtney as an admin to the account. Not looking to get into Quickbooks | 8:51:49 PM |
| Yash Kalra | Thank you for the clarification. Upon checking, we found that the following users currently have access to the account as account owners: | |
| | Justin Hudd – justin.hudd@poulinwilley.com 843-557-9735 | |
| | Krystal Vargha – krystal.vargha@poulinwilley.com 843-991-9920 | 8:55:23 PM |
| | Shawna Carrera – shawna.carrera@poulinwilley.com 843-278-2127 | |
| | If you would like Courtney to be added with the same level of access, kindly provide us with an approval via email after this chat session ends, using the registered email ID: justin.hudd@poulinwilley.com . | |
| Justin Hudd | No problem, what address should I send it to? | 8:57:08 PM |
| Yash Kalra | You can mail us at support@acecloudhosting.com | 8:57:33 PM |
| Justin Hudd | No problem. | 8:57:55 PM |
| Yash Kalra | Is there anything else I may help you with ? | 8:58:30 PM |
| | Justin, please make sure to provide us with the complete details of the user, including: Full Name Phone Number Email Address (Edited) | 9:00:17 PM |

| | | |
|-------------|--|------------|
| | Are we still connected here? | 9:00:48 PM |
| Justin Hudd | Yes | 9:01:42 PM |
| | I'm just sending an email now. All good | 9:01:55 PM |
| Yash Kalra | Is there anything else I may help you with ? | 9:01:58 PM |
| Justin Hudd | No, all good. Thank you. | 9:02:32 PM |
| 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. | 9:02:37 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:02:44 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 9:02:47 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Yash Kalra has ended this chat session</i> | 9:02:49 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 9:35:55 PM

#78908 Emily Tibbetts

Email: emily@snap.ky ☎ 13459250397

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: GEORGE TOWN

State: Cayman Islands

Country: CAYMAN ISLANDS

Chat Transcript

Chat Duration : 8 Mins 50 Secs

| | | |
|----------------|---|-------------------|
| Emily Tibbetts | Hello, I am your Acebuddy | 2 Jul, 9:35:56 PM |
| Acebuddy | Hello Emily Tibbetts, I'm your Ace Buddy. I'll be happy to assist you! | 9:36:05 PM |
| | Whom Would You Like to Connect With? | 9:36:05 PM |
| Emily Tibbetts | Technical Support (QB & App Hosting) | 9:36:14 PM |
| Acebuddy | Welcome to Ace Support. | 9:36:14 PM |
| | Please chose an option : | 9:36:14 PM |
| Emily Tibbetts | I'd like to raise a Request | 9:36:31 PM |
| Acebuddy | Please select your request type. | 9:36:31 PM |
| Emily Tibbetts | Setback | 9:36:47 PM |
| Acebuddy | Welcome to Ace Support. | 9:36:47 PM |
| | Please chose an option : | 9:36:47 PM |
| Emily Tibbetts | I'd like to report an Issue | 9:36:54 PM |
| Acebuddy | Please select an option! | 9:36:54 PM |
| Emily Tibbetts | Other Issue | 9:36:59 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:37:07 PM |
| Emily Tibbetts | Our server was recently upgraded and we received new user names... has the gateway server details and remote computer credentials changed also? | 9:38:30 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:38:31 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:38:31 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 9:38:56 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 9:39:00 PM |
| | I will surely help you with this issue. | 9:40:05 PM |
| | Yes | 9:40:54 PM |
| | Let me email with the user credentials and password along with it. | 9:43:33 PM |
| | Is there anything else I may help you with ? | 9:43:37 PM |
| Emily Tibbetts | for all three users? | 9:43:59 PM |
| Manish Singh | Yes | 9:44:26 PM |
| Emily Tibbetts | perfect, thank you | 9:44:36 PM |

Manish Singh

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

9:44:41 PM

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

9:44:47 PM

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

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

Thanks!

9:44:51 PM

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

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

Manish Singh has ended this chat session

9:44:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jul, 12:54:25 AM

#79812 Trevor Brien

Email: trevor@mgvinc.com 250-743-1222

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: 11 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 15 Secs

Trevor Brien

Hello, I am your Acebuddy

26 Jul, 12:54:26 AM

| | | |
|----------------------|--|-------------|
| Acebuddy | Hello Trevor Brien, I'm your Ace Buddy. I'll be happy to assist you! | 12:54:27 AM |
| | Whom Would You Like to Connect With? | 12:54:27 AM |
| Trevor Brien | Technical Support (QB & App Hosting) | 12:54:33 AM |
| Acebuddy | Welcome to Ace Support. | 12:54:34 AM |
| | Please chose an option : | 12:54:34 AM |
| Trevor Brien | I'd like to report an Issue | 12:54:41 AM |
| Acebuddy | Please select an option! | 12:54:41 AM |
| Trevor Brien | Other Issue | 12:54:52 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:54:52 AM |
| Trevor Brien | I am not able to connect to the Remote Desktop to access QB's – see message below. Please advise. | 12:55:35 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:55:35 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:55:35 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 12:56:31 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 12:56:37 AM |
| | Is this for account: Market Group Ventures Inc ? | 12:57:20 AM |
| | Are we still connected here? | 12:58:51 AM |
| Trevor Brien | Yes | 12:59:07 AM |
| Abhay Kumar Saraswat | Please confirm. | 12:59:18 AM |
| Trevor Brien | yes | 12:59:29 AM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 12:59:59 AM |
| | May I take the remote access of your local computer? | 1:00:21 AM |
| Trevor Brien | yes | 1:00:32 AM |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. | 1:00:37 AM |
| Trevor Brien | done | 1:00:53 AM |
| Abhay Kumar Saraswat | https://assist.acecloudhosting.com/join/3882296310 | 1:01:08 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 1:01:11 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. | 1:03:00 AM |
| | Thank you for your patience. | 1:13:19 AM |
| | As you confirmed over the remote session that your issue has been resolved. | 1:13:48 AM |

| | | |
|----------------------|---|------------|
| | Is there anything else I may help you with ? | 1:14:04 AM |
| Trevor Brien | Thanks. All good. | 1:14:16 AM |
| Abhay Kumar Saraswat | My pleasure to assist you. | 1:14:25 AM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 1:14:30 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 1:14:35 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| Trevor Brien | ok | 1:14:37 AM |
| Abhay Kumar Saraswat | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:14:40 AM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 1:14:42 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:09:29 PM

#79106 ar.partsfast

Email: ar.partsfast@gmail.com ☎ 12817500340

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Duration : 11 Secs

Chat Transcript

| | | |
|--------------|--|-------------------|
| ar.partsfast | Hello, I am your Acebuddy | 8 Jul, 9:09:30 PM |
| Acebuddy | Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you! | 9:09:31 PM |
| | Whom Would You Like to Connect With? | 9:09:31 PM |
| ar.partsfast | Technical Support (QB & App Hosting) | 9:09:34 PM |
| Acebuddy | Welcome to Ace Support. | 9:09:34 PM |
| | [] | 9:09:34 PM |
| | We are currently experiencing higher than normal contact volume related to server connectivity issues. | 9:09:34 PM |
| | Are you also experiencing issues related to server connectivity? | 9:09:34 PM |
| ar.partsfast | Yes | 9:09:41 PM |
| Acebuddy | Please refer to our status page for further updates on the issue status. | 9:09:41 PM |
| | Thank you contact Ace Support. Have a wonderful day! | 9:09:41 PM |
| | <i>Acebuddy has ended this chat session</i> | 9:09:41 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jul, 12:07:47 AM

#79605 Thecigarhub

Email: thecigarhub@gmail.com 805-638-0086

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Months 5 Days

| | | |
|-------------|--|---------------------|
| Thecigarhub | Hello, I am your Acebuddy | 19 Jul, 12:07:48 AM |
| Acebuddy | Hello Thecigarhub, I'm your Ace Buddy. I'll be happy to assist you! | 12:07:49 AM |
| | Whom Would You Like to Connect With? | 12:07:49 AM |
| Thecigarhub | Technical Support (QB & App Hosting) | 12:07:55 AM |
| Acebuddy | Welcome to Ace Support. | 12:07:55 AM |
| | Please chose an option : | 12:07:55 AM |
| Thecigarhub | I'd like to report an Issue | 12:08:03 AM |
| Acebuddy | Please select an option! | 12:08:03 AM |
| Thecigarhub | QuickBooks Issue | 12:08:22 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:08:22 AM |
| Thecigarhub | QuickBooks is Frozen | 12:08:32 AM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 12:08:32 AM |
| | Was that helpful? | 12:08:32 AM |
| Thecigarhub | Restart | 12:08:46 AM |
| Acebuddy | Hello Thecigarhub, I'm your Ace Buddy. I'll be happy to assist you! | 12:08:46 AM |
| | Whom Would You Like to Connect With? | 12:08:46 AM |
| Thecigarhub | Technical Support (QB & App Hosting) | 12:08:53 AM |
| Acebuddy | Welcome to Ace Support. | 12:08:53 AM |
| | Please chose an option : | 12:08:53 AM |
| Thecigarhub | I'd like to report an Issue | 12:09:00 AM |
| Acebuddy | Please select an option! | 12:09:00 AM |
| Thecigarhub | QuickBooks Issue | 12:09:06 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:09:06 AM |
| Thecigarhub | QuickBooks Login Issue | 12:09:16 AM |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 12:09:16 AM |
| | Was that helpful? | 12:09:16 AM |
| Thecigarhub | No | 12:09:38 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 12:09:38 AM |

| | | |
|-------------|--|---|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:09:38 AM |
| Thecigarhub | hi, QB will not load on Assaad's RDP | 12:10:17 AM |
| | <i>Gaurava Tyagi has not responded for the transfer request.</i> | 12:11:39 AM |
| | <i>Chat request was not picked up by the operators</i> | 12:38:20 AM |
| | |  |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details 30 Jul, 12:06:06 AM

#79900 Rhonda Stallings

Email: rs@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript Chat Duration : 41 Mins 42 Secs

| | | |
|------------------|--|---------------------|
| Rhonda Stallings | Hello, I am your Acebuddy | 30 Jul, 12:06:06 AM |
| Acebuddy | Hello Rs, I'm your Ace Buddy. I'll be happy to assist you! | 12:06:07 AM |
| | Whom Would You Like to Connect With? | 12:06:07 AM |
| Rhonda Stallings | Technical Support (QB & App Hosting) | 12:06:30 AM |
| Acebuddy | Welcome to Ace Support. | 12:06:30 AM |
| | Please chose an option : | 12:06:30 AM |
| Rhonda Stallings | I'd like to report an Issue | 12:06:39 AM |
| Acebuddy | | |

| | | |
|------------------|--|-------------|
| | Please select an option! | 12:06:39 AM |
| Rhonda Stallings | QuickBooks Issue | 12:06:43 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 12:06:43 AM |
| Rhonda Stallings | Other QB related issue | 12:06:49 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:06:49 AM |
| Rhonda Stallings | Can not open attached | 12:07:00 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:07:01 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:07:01 AM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 12:07:11 AM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 12:07:15 AM |
| | <i>12:08:06 AM Rhonda Stallings is sharing a file with you</i> | |
| | <i>SnipImage 002.JPG - (Size:27.31 KB)</i> | 12:08:06 AM |
| | <i>Error when i try opening attachments</i> | |
| | May I know what exactly the issue you are facing? | 12:08:08 AM |
| Rhonda Stallings | see above | 12:08:15 AM |
| Manish Singh | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 12:08:39 AM |
| Rhonda Stallings | I am the only one entering in mine right now. have one more that is checking | 12:10:02 AM |
| Manish Singh | Alright! | 12:10:19 AM |
| Rhonda Stallings | he can open | 12:10:23 AM |
| Manish Singh | May I take the remote access of your server? | 12:10:31 AM |
| Rhonda Stallings | yes please | 12:10:39 AM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 12:10:44 AM |
| Rhonda Stallings | done | 12:11:33 AM |
| Manish Singh | Kindly accept the session once. | 12:12:11 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. | 12:30:03 AM |
| | Are we still connected here? | 12:34:39 AM |
| | Is there anything else I may help you with ? | 12:46:27 AM |
| Rhonda Stallings | that will be it | 12:47:35 AM |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:47:42 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |

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

12:47:45 AM

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

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

Manish Singh has ended this chat session

12:47:49 AM



Chat Transcript

Hello, I am your Acebuddy

8 Jul, 10:04:19 PM

Visitor Details

#79125 Angie

Email: angie@fintaxcpas.com 19255508271

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: PLEASANT HILL

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 50 Secs

| | | |
|----------|---|--------------------|
| Angie | Hello, I am your Acebuddy | 8 Jul, 10:04:20 PM |
| Acebuddy | Hello Angie, I'm your Ace Buddy. I'll be happy to assist you! | 10:04:21 PM |
| | Whom Would You Like to Connect With? | 10:04:21 PM |
| Angie | Technical Support (QB & App Hosting) | 10:04:25 PM |
| Acebuddy | Welcome to Ace Support. | 10:04:25 PM |

| | | |
|--------------|--|-------------|
| | Please chose an option : | 10:04:25 PM |
| Angie | I'd like to report an Issue | 10:04:31 PM |
| Acebuddy | Please select an option! | 10:04:31 PM |
| Angie | Other Issue | 10:04:37 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:04:37 PM |
| Angie | unable to log to RDP | 10:04:50 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:04:50 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:04:50 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 10:05:18 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 10:05:21 PM |
| | As you are on call with Sharath, we are disconnecting this chat. | 10:08:01 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:08:06 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 10:08:09 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Manish Singh has ended this chat session</i> | 10:08:11 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 9:40:32 PM

#79802 Ryan Finnerud

Email: rfinnerud@motorhomesoftexas.com ☎ 19364620234

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: NACOGDOCHES

State: Texas

Country: UNITED STATES

Chat Duration : 44 Mins 58 Secs

Chat Transcript

| | | |
|---------------|--|--------------------|
| Ryan Finnerud | Hello, I am your Acebuddy | 25 Jul, 9:40:33 PM |
| Acebuddy | Hello Ryan Finnerud, I'm your Ace Buddy. I'll be happy to assist you! | 9:40:34 PM |
| | Whom Would You Like to Connect With? | 9:40:34 PM |
| Ryan Finnerud | Technical Support (QB & App Hosting) | 9:40:44 PM |
| Acebuddy | Welcome to Ace Support. | 9:40:44 PM |
| | Please chose an option : | 9:40:44 PM |
| Ryan Finnerud | I'd like to raise a Request | 9:40:50 PM |
| Acebuddy | Please select your request type. | 9:40:50 PM |
| Ryan Finnerud | Other Request | 9:40:59 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. | 9:40:59 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 9:40:59 PM |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. | 10:25:31 PM |
| | <i>Ended due to chat idle timeout</i> | 10:25:31 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 9:30:29 PM

#80008 Claire Speake

Email: claire@sgwfresno.com  15593479965

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Duration : 6 Mins 59 Secs

Chat Transcript

| | | |
|-----------------|---|--------------------|
| Claire Speake | Hello, I am your Acebuddy | 31 Jul, 9:30:30 PM |
| Acebuddy | Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you! | 9:30:30 PM |
| | Whom Would You Like to Connect With? | 9:30:30 PM |
| Claire Speake | Technical Support (QB & App Hosting) | 9:30:33 PM |
| Acebuddy | Welcome to Ace Support. | 9:30:33 PM |
| | Please chose an option : | 9:30:33 PM |
| Claire Speake | I'd like to report an Issue | 9:30:38 PM |
| Acebuddy | Please select an option! | 9:30:38 PM |
| Claire Speake | QuickBooks Issue | 9:30:43 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 9:30:46 PM |
| Claire Speake | Other QB related issue | 9:30:52 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:30:52 PM |
| Claire Speake | I tried sending an email, and a log in window appeared. But the log in window has a "loading" icon that just keeps spinning and spinning. I cannot type anything in, to even try sending an email. | 9:31:59 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:32:00 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:32:00 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 9:32:36 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 9:32:47 PM |
| Claire Speake | I tried going into my company preferences and removing the email, i thought maybe I could re-enter the email and start from scratch, but the loading window is still buffering and will not let me type anything in | 9:33:21 PM |
| Ashutosh Mishra | Claire we apologize for the inconvenience caused. We would like to inform you that multiple users have reported a similar issue with QuickBooks sign-in. We are currently coordinating with Intuit Support to investigate and resolve the matter. | 9:34:02 PM |

| | | |
|-----------------|---|------------|
| Claire Speake | Ok. so there is nothing I can do at this moment? | 9:34:17 PM |
| Ashutosh Mishra | Yes currently their is no fix that can be done from our end as it is likely an issue from the Inuit's side. | 9:35:59 PM |
| Claire Speake | Ok, thank you | 9:36:48 PM |
| Ashutosh Mishra | Rest assured we are actively coordinating with Intuit to identify the root cause and resolve it promptly. | 9:36:54 PM |
| | We will keep you updated and share further information as soon as we receive it. Thank you for your patience and understanding. | 9:36:59 PM |
| Claire Speake | Thank you! | 9:37:10 PM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 9:37:17 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:37:21 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 9:37:24 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Ashutosh Mishra has ended this chat session</i> | 9:37:29 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 12:32:05 AM

#79275 Ezra Dilger

Email: reception@rortax.com 7633189052

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: 2 Mins 38 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 44 Secs

| | | |
|-------------|--|---------------------|
| Ezra Dilger | Hello, I am your Acebuddy | 11 Jul, 12:32:06 AM |
| Acebuddy | Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you! | 12:32:07 AM |
| | Whom Would You Like to Connect With? | 12:32:07 AM |
| Ezra Dilger | Technical Support (QB & App Hosting) | 12:32:10 AM |
| Acebuddy | Welcome to Ace Support. | 12:32:10 AM |
| | Please chose an option : | 12:32:10 AM |
| Ezra Dilger | I'd like to report an Issue | 12:32:14 AM |
| Acebuddy | Please select an option! | 12:32:14 AM |
| Ezra Dilger | Other Issue | 12:32:18 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:32:18 AM |
| Ezra Dilger | The TaxDome printer app on the cloud server needs an update finalized | 12:33:06 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:33:07 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:33:07 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 12:34:40 AM |
| | <i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i> | 12:34:50 AM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 12:34:53 AM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 12:34:56 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:35:00 AM |
| Ezra Dilger | Hi Yash | 12:35:01 AM |
| | Server name is RORTax Username is Reception | 12:35:16 AM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 12:35:26 AM |
| | May I take the remote access of your server? | 12:42:31 AM |
| Ezra Dilger | Yes | 12:42:40 AM |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. | 12:43:02 AM |
| Ezra Dilger | Ok, done | 12:43:11 AM |

Thank you! Will this update take effect across all users?

12:54:28 AM

Yash Kalra Yes , this update will be reflected for all the users.

12:55:07 AM

Is there anything else I may help you with ?

12:55:12 AM

Ezra Dilger Thank you for your help! No, that will be all

12:55:19 AM

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

12:55:32 AM

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

12:55:39 AM

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

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

12:55:41 AM

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

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

Yash Kalra has ended this chat session

12:55:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 12:14:41 AM

#79476 alana

Email: alana@millergrroup.cpa 17606838630

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: 46 Secs

City: HUDSON

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 4 Secs

| | | |
|-----------------|---|---------------------|
| alana | Hello, I am your Acebuddy | 16 Jul, 12:14:41 AM |
| Acebuddy | Hello Alana, I'm your Ace Buddy. I'll be happy to assist you! | 12:14:42 AM |
| | Whom Would You Like to Connect With? | 12:14:42 AM |
| alana | Technical Support (QB & App Hosting) | 12:14:47 AM |
| Acebuddy | Welcome to Ace Support. | 12:14:47 AM |
| | Please chose an option : | 12:14:47 AM |
| alana | I'd like to report an Issue | 12:15:18 AM |
| Acebuddy | Please select an option! | 12:15:18 AM |
| alana | Other Issue | 12:15:37 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:15:37 AM |
| alana | unable to rdp | 12:15:45 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:15:45 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:15:45 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 12:15:57 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 12:16:02 AM |
| | Hello Alana | 12:16:09 AM |
| | Kindly confirm if you're unable to login in RDP | 12:16:25 AM |
| alana | yes | 12:16:31 AM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:16:37 AM |
| alana | MillerCPA.myrealdatal.net | 12:17:04 AM |
| | MCG_Alana_Acct | 12:17:12 AM |
| | ok its finally connecting | 12:17:43 AM |
| Shubham Kataria | Alright, If you still need any assistance on this. I can connect you to the concerned team so that they can assist you futher. | 12:19:11 AM |
| | Are we still connected here? | 12:20:05 AM |
| | As You're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 12:20:44 AM |
| | <i>Shubham Kataria has ended this chat session</i> | 12:20:46 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jul, 8:29:14 PM

#79621 test

Email: test@gmail.com ☎ +16887849764

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 32 Secs

| | | |
|--|--|--------------------|
| test | Hello, I am your Acebuddy | 19 Jul, 8:29:15 PM |
| Acebuddy | Hello Test, I'm your Ace Buddy. I'll be happy to assist you! | 8:29:16 PM |
| | Whom Would You Like to Connect With? | 8:29:16 PM |
| test | Technical Support (QB & App Hosting) | 8:29:21 PM |
| Acebuddy | Welcome to Ace Support. | 8:29:21 PM |
| | Please chose an option : | 8:29:21 PM |
| test | I'd like to report an Issue | 8:29:27 PM |
| Acebuddy | Please select an option! | 8:29:27 PM |
| test | Other Issue | 8:29:32 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:29:32 PM |
| test | qb | 8:29:37 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:29:37 PM |
| <i>Acebuddy (bot) forwarded the chat request</i> | | 8:29:37 PM |

Anurag Sharma accepted the chat transfer request.

8:29:45 PM

Anurag Sharma has ended this chat session

8:29:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 8:50:44 PM

#79257 diana

Email: diana@dmbkinc.com 4155778892

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Secs

| | | |
|----------|---|--------------------|
| diana | Hello, I am your Acebuddy | 10 Jul, 8:50:45 PM |
| Acebuddy | Hello Diana Maldonado, I'm your Ace Buddy. I'll be happy to assist you! | 8:50:46 PM |
| | Whom Would You Like to Connect With? | 8:50:46 PM |
| diana | Technical Support (QB & App Hosting) | 8:51:06 PM |
| Acebuddy | Welcome to Ace Support. | 8:51:06 PM |
| | Please chose an option : | 8:51:06 PM |
| diana | I'd like to raise a Request | 8:51:12 PM |
| Acebuddy | Please select your request type. | 8:51:12 PM |
| diana | Application Update | 8:51:27 PM |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. | 8:51:28 PM |

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

8:51:28 PM

diana No

8:51:42 PM

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

8:51:42 PM

Acebuddy has ended this chat session

8:51:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 9:47:07 PM

#79386 Elizabeth Miller

Email: emiller@willsaccounting.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 24 Secs

| | | |
|------------------|--|--------------------|
| Elizabeth Miller | Hello, I am your Acebuddy | 14 Jul, 9:47:08 PM |
| Acebuddy | Hello Elizabeth Miller, I'm your Ace Buddy. I'll be happy to assist you! | 9:47:09 PM |
| | Whom Would You Like to Connect With? | 9:47:09 PM |
| Elizabeth Miller | Technical Support (QB & App Hosting) | 9:50:33 PM |
| Acebuddy | Welcome to Ace Support. | 9:50:33 PM |
| | Please chose an option : | 9:50:33 PM |

| | | |
|--------------------|--|-------------|
| Elizabeth Miller | I'd like to report an Issue | 9:50:39 PM |
| Acebuddy | Please select an option! | 9:50:39 PM |
| Elizabeth Miller | Other Issue | 9:50:58 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:50:59 PM |
| Elizabeth Miller | My remote desktop opens to a blank screen, and I can't access its applications | 9:52:02 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:52:02 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:52:02 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 9:52:23 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 9:52:29 PM |
| | Hello Elizabeth | 9:52:36 PM |
| Elizabeth Miller | Hello Sujeet, I'm having an issue with my remote desktop. It opens to a blank screen, and I can't access its applications. Can you help? | 9:54:24 PM |
| Sujeet Kumar Suman | Our apologies for the inconvenience. | 9:54:40 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:54:46 PM |
| Elizabeth Miller | If I have it right, the server name is Wills.myrealdatal.net and the username should be elizabeth.m@myrealdatal.net | 9:57:25 PM |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. | 9:58:14 PM |
| | May I take the remote access of your local computer? | 9:59:31 PM |
| Elizabeth Miller | Sure, is there something I need to do to grant access? | 10:00:39 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 10:00:53 PM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9672097036 | 10:01:03 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. | 10:06:25 PM |
| | Thank you for your patience. | 10:11:38 PM |
| | As per discussion over the remote session, The issue is resolved | 10:11:47 PM |
| | Is there anything else I may help you with ? | 10:11:53 PM |
| Elizabeth Miller | No, thank you, I appreciate your efforts | 10:12:13 PM |
| Sujeet Kumar Suman | Most welcome. | 10:12:26 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |

Thanks!

10:12:29 PM

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

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

Sujeet Kumar Suman has ended this chat session

10:12:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 5:55:15 PM

#79451 jennifer

Email: jennifer@lylecontractingsolutions.com (252) 327-7827

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: CHARLOTTE

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 51 Secs

| | | |
|----------|--|--------------------|
| jennifer | Hello, I am your Acebuddy | 15 Jul, 5:55:16 PM |
| Acebuddy | Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you! | 5:55:17 PM |
| | Whom Would You Like to Connect With? | 5:55:17 PM |
| jennifer | Technical Support (QB & App Hosting) | 5:55:27 PM |
| Acebuddy | Welcome to Ace Support. | 5:55:27 PM |
| | Please chose an option : | 5:55:27 PM |
| jennifer | | |

| | | |
|-----------------|---|------------|
| | I'd like to report an Issue | 5:55:33 PM |
| Acebuddy | Please select an option! | 5:55:33 PM |
| jennifer | QuickBooks Issue | 5:55:37 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:55:37 PM |
| jennifer | QuickBooks Login Issue | 5:55:47 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 | 5:55:47 PM |
| | Was that helpful? | 5:55:47 PM |
| jennifer | No | 5:55:53 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 5:55:53 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:55:53 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 5:56:06 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 5:56:18 PM |
| jennifer | Hello | 5:56:24 PM |
| Ashutosh Mishra | Hello Jennifer, I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:56:37 PM |
| jennifer | My Server name Is LyleContracting.myrealdata.net my username is JenG1. It is asking for my password when I go to log in. I was sent an email on how to reset my password by using the Ace Portal but I cannot log into the portal either. | 5:57:41 PM |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 5:59:34 PM |
| | May I take the remote access of your local computer to identify the issue you are facing with the portal? | 6:00:23 PM |
| jennifer | Yes | 6:00:54 PM |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. | 6:01:05 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 6:01:19 PM |
| | https://assist.acecloudhosting.com/join/3622526620 | 6:01:22 PM |
| jennifer | Thank you for your help today! | 6:12:37 PM |
| Ashutosh Mishra | As per discussion over the remote session, The issue is resolved by reconfiguring the RDP. | 6:12:53 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 6:12:57 PM |
| jennifer | I will do that! | 6:13:03 PM |
| Ashutosh Mishra | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |

Thanks!

6:13:03 PM

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

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

Ashutosh Mishra has ended this chat session

6:13:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 6:23:52 PM

#79194 Erin Roy

Email: erin@preferredfg.com

Department: Support(QB & App Hosting)

Operator: Sujeept Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: ANDERSON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 2 Secs

| | | |
|----------|--|-------------------|
| Erin Roy | Hello, I am your Acebuddy | 9 Jul, 6:23:53 PM |
| Acebuddy | Hello Erin Roy, I'm your Ace Buddy. I'll be happy to assist you! | 6:23:54 PM |
| | Whom Would You Like to Connect With? | 6:23:54 PM |
| Erin Roy | Technical Support (QB & App Hosting) | 6:24:06 PM |
| Acebuddy | Welcome to Ace Support. | 6:24:06 PM |
| | Please chose an option : | 6:24:06 PM |
| Erin Roy | I'd like to report an Issue | 6:24:35 PM |

| | | |
|--------------------|--|------------|
| Acebuddy | Please select an option! | 6:24:35 PM |
| Erin Roy | Other Issue | 6:24:44 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:24:44 PM |
| Erin Roy | My Ace icon is no longer opening | 6:25:04 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:25:05 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:25:05 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 6:26:55 PM |
| | <i>Ashutosh Mishra is transferring the chat to Sujeeet Kumar Suman.</i> | 6:27:07 PM |
| | <i>Sujeeet Kumar Suman accepted the chat transfer request.</i> | 6:28:20 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today. | 6:28:33 PM |
| | Hello Erin | 6:29:11 PM |
| Erin Roy | ok | 6:30:21 PM |
| Sujeet Kumar Suman | May I take the remote access of your local computer? | 6:30:36 PM |
| Erin Roy | yes | 6:30:43 PM |
| Sujeet Kumar Suman | Prior providing the access, I would suggest you to close any important documents at your end. | 6:30:53 PM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudbhosting.com/join/1072409857 | 6:31:22 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:32:37 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. | 7:08:55 PM |
| | <i>Ended due to chat idle timeout</i> | 7:08:55 PM |



Chat Transcript

Hello, I am your Acebuddy

#79030 gina**Email:** gina@bravuura.cpa 13035793707**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:** 33 Secs**City:** DENVER**State:** Colorado**Country:** UNITED STATES

Chat Duration : 20 Mins 4 Secs

Chat Transcript

| | | |
|----------|---|-------------------|
| gina | Hello, I am your Acebuddy | 8 Jul, 1:43:19 AM |
| Acebuddy | Hello Gina, I'm your Ace Buddy. I'll be happy to assist you! | 1:43:20 AM |
| | Whom Would You Like to Connect With? | 1:43:20 AM |
| gina | Technical Support (QB & App Hosting) | 1:43:40 AM |
| Acebuddy | Welcome to Ace Support. | 1:43:40 AM |
| | Please chose an option : | 1:43:40 AM |
| gina | I'd like to raise a Request | 1:44:25 AM |
| Acebuddy | Please select your request type. | 1:44:25 AM |
| gina | Office 365 Addition | 1:45:17 AM |
| Acebuddy | Please specify if you already have an Office365 subscription | 1:45:17 AM |
| gina | I already have O365 license | 1:45:22 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 : | 1:45:22 AM |
| | <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise | 1:45:22 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. | 1:45:22 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. | 1:45:22 AM |
| | Do you need any further assistance on the topic? | 1:45:22 AM |
| gina | Yes | 1:46:10 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:46:10 AM |

| | | |
|----------------------|---|------------|
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:46:10 AM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 1:48:07 AM |
| | <i>Sujeet Kumar Suman is transferring the chat to Abhay Kumar Saraswat.</i> | 1:48:28 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 1:48:33 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 1:48:37 AM |
| | I will be surely assisting you with this. | 1:49:20 AM |
| | Is this for account: Bravuura Advisory ? | 1:49:29 AM |
| gina | Yep | 1:49:32 AM |
| Abhay Kumar Saraswat | So, I would like to ask that which O365 license you have? | 1:50:30 AM |
| gina | E3 | 1:50:42 AM |
| Abhay Kumar Saraswat | Okay. | 1:51:01 AM |
| | And how may I help you with this? | 1:51:23 AM |
| gina | I was just wanting your pricing for reselling 4 E3 licenses, plus Teams Essentials and Teams Phone Standard | 1:52:12 AM |
| Abhay Kumar Saraswat | Sure, I'll definitely share our pricing details with you. | 1:53:27 AM |
| | Kindly allow me two minutes to check the pricing as per your requirement. | 1:54:01 AM |
| | Thank you for your patience. | 1:58:01 AM |
| | As I confirmed, the price of Office 365 E3 (No Teams) , *\$24.90*/user/month. | 1:59:37 AM |
| | For Microsoft Teams Enterprise (with calling feature), the price is: *\$6.30*/user/month. | 2:01:11 AM |
| | Are we still connected here? | 2:02:38 AM |
| gina | Yes thakn you | 2:02:50 AM |
| Abhay Kumar Saraswat | Is there anything else I may help you with ? | 2:03:00 AM |
| gina | No that's all thank you | 2:03:05 AM |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 2:03:13 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 2:03:16 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |

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

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

2:03:19 AM

Abhay Kumar Saraswat has ended this chat session

2:03:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 12:29:26 AM

#79228 Sebastian Haynes

Email: sabastian@mdiremodeling.com

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: 36 Secs

City: BECKLEY

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 9 Secs

| | | |
|------------------|--|---------------------|
| Sabastian Haynes | Hello, I am your Acebuddy | 10 Jul, 12:29:26 AM |
| Acebuddy | Hello Sebastian Haynes, I'm your Ace Buddy. I'll be happy to assist you! | 12:29:27 AM |
| | Whom Would You Like to Connect With? | 12:29:27 AM |
| Sabastian Haynes | Technical Support (QB & App Hosting) | 12:29:45 AM |
| Acebuddy | Welcome to Ace Support. | 12:29:45 AM |
| | Please chose an option : | 12:29:45 AM |
| Sabastian Haynes | I'd like to raise a Request | 12:29:50 AM |
| Acebuddy | Please select your request type. | 12:29:50 AM |

| | | |
|----------------------|---|-------------|
| Sabastian Haynes | Password Reset | 12:29:55 AM |
| Acebuddy | Please select an option below | 12:29:55 AM |
| Sabastian Haynes | Already Enrolled to Selfcare Portal | 12:30:00 AM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 12:30:00 AM |
| | Do you need any further assistance on the topic? | 12:30:00 AM |
| Sabastian Haynes | Yes | 12:30:28 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:30:28 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:30:28 AM |
| | <i>Anjainay Singh declined the transfer request.</i> | 12:30:38 AM |
| Sabastian Haynes | Ticket ID: 714279 | 12:30:42 AM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 12:31:40 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 12:31:45 AM |
| | Kindly allow me two minutes to check the shared ticket number. | 12:32:01 AM |
| Sabastian Haynes | I need assistance resetting mypassword | 12:32:06 AM |
| | i do not know my CID number | 12:32:13 AM |
| Abhay Kumar Saraswat | I will be surely assisting you with this. | 12:32:40 AM |
| | Please allow me few minutes to look into your request. | 12:32:57 AM |
| | To whom I'm speaking with? | 12:33:23 AM |
| Sabastian Haynes | Sabastian Haynes | 12:33:51 AM |
| Abhay Kumar Saraswat | Thanks for the confirming. | 12:34:52 AM |
| | Could you please confirm me your username? | 12:35:26 AM |
| | And is this for account: Stephen K Korsen Inc ? | 12:35:46 AM |
| Sabastian Haynes | ye | 12:36:20 AM |
| | sabastianRH | 12:36:28 AM |
| Abhay Kumar Saraswat | Thank you for confirming username. | 12:37:16 AM |
| | Kindly allow me two minutes to check the same. | 12:37:22 AM |
| | Kindly allow me 5 minutes, as I can see multiple tickets and can see you disabled from this account. | 12:41:27 AM |
| Sabastian Haynes | ok | 12:42:43 AM |
| Abhay Kumar Saraswat | Thank you. | 12:43:03 AM |
| | Please stay online. | 12:43:10 AM |

| | | |
|----------------------|---|-------------|
| | Thank you for your patience. | 12:47:27 AM |
| | I've checked the multiple tickets and found that as per Steve's request, we have disabled you from the server. | 12:48:34 AM |
| Sabastian Haynes | Steve is here with me. I am not disabled from the server | 12:49:13 AM |
| Abhay Kumar Saraswat | The ticket number you mentioned was also related to your password reset request. However, since we were unable to get in touch with you, that ticket has been closed. | 12:50:11 AM |
| Sabastian Haynes | Are you able to reset my password | 12:50:25 AM |
| | you may call me or steve | 12:50:33 AM |
| Abhay Kumar Saraswat | Your account is temporarily disabled. | 12:50:36 AM |
| Sabastian Haynes | can you reinstate my account | 12:50:51 AM |
| Abhay Kumar Saraswat | Yes, we can. But we need a fresh email from Steve regarding to enable your account and reset the password for you on our support email : support@acecloudhosting.com | 12:52:03 AM |
| | Yes, definitely we can as I informed you above. | 12:52:34 AM |
| | I deeply apologize but the password reset request works on email only. | 12:53:23 AM |
| Sabastian Haynes | What does he need to put in the subject line | 12:53:41 AM |
| | he is sending the email now. can you resolve this as soon as he sends the email? | 12:54:44 AM |
| Abhay Kumar Saraswat | He just need to put in subject line "Password reset for *Sabastian*" and mentioned in the email to enable your account and reset the password. | 12:55:06 AM |
| | Yes, once I receive his email, I'll reset the password and share the password link with you at the same time. (Edited) | 12:55:45 AM |
| Sabastian Haynes | Just sent it | 12:56:14 AM |
| Abhay Kumar Saraswat | Let me check. | 12:56:18 AM |
| | Yes, I received. | 12:56:56 AM |
| | Please allow me 5 minutes to enable your account and to share the password reset link. | 12:57:33 AM |
| | Thank you for your patience. | 1:02:39 AM |
| | I've just sent the password reset link on his email. | 1:02:54 AM |
| | Could you please ask him to check. | 1:03:10 AM |
| Sabastian Haynes | One moment | 1:03:15 AM |
| Abhay Kumar Saraswat | Sure. | 1:03:27 AM |
| Sabastian Haynes | I was able to login | 1:05:07 AM |
| Abhay Kumar Saraswat | Is all good? | 1:05:22 AM |
| | Is there anything else I may help you with ? | 1:05:44 AM |

Are we still connected here? 1:08:22 AM

Are we still connected here? 1:10:41 AM

Are we still connected here? 1:12:04 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 1:13:33 AM

Abhay Kumar Saraswat has ended this chat session 1:13:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 31 Jul, 6:06:58 PM

#79986 Denise Baxley

Email: denise@thesouthernway.com ☎ 18037831061

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

Chat Transcript Chat Duration : 45 Mins 54 Secs

| | | |
|---------------|---|--------------------|
| Denise Baxley | Hello, I am your Acebuddy | 31 Jul, 6:07:00 PM |
| Acebuddy | Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you! | 6:07:02 PM |
| | Whom Would You Like to Connect With? | 6:07:02 PM |
| Denise Baxley | Technical Support (QB & App Hosting) | 6:07:08 PM |
| Acebuddy | Welcome to Ace Support. | 6:07:08 PM |

| | | |
|---------------|--|------------|
| | Please chose an option : | 6:07:08 PM |
| Denise Baxley | I'd like to report an Issue | 6:07:12 PM |
| Acebuddy | Please select an option! | 6:07:12 PM |
| Denise Baxley | QuickBooks Issue | 6:07:16 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 6:07:16 PM |
| Denise Baxley | Other QB related issue | 6:07:24 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 6:07:24 PM |
| Denise Baxley | I need to send an invoice with a payment link, and I also need to check for our merchant services deposit. When I try to login it just spins | 6:08:51 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 6:08:52 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 6:08:52 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 6:10:40 PM |
| | <i>Sujeet Kumar Suman is transferring the chat to Manish Singh.</i> | 6:10:48 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 6:12:08 PM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 6:12:15 PM |
| | I will surely help you with this issue. | 6:12:33 PM |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only? | 6:12:44 PM |
| Denise Baxley | Yes | 6:15:09 PM |
| | No one else has tried to login to this intuit account | 6:15:28 PM |
| | I'm the only one who works with this particular company | 6:15:40 PM |
| Manish Singh | Alright | 6:15:56 PM |
| | Kindly allow me two minutes to check the same. | 6:16:00 PM |
| Denise Baxley | Thank you | 6:17:19 PM |
| Manish Singh | May I take the remote access of your server? | 6:19:21 PM |
| Denise Baxley | Yes | 6:20:18 PM |
| | It is SouthernWay.myrealdata.net | 6:20:32 PM |
| | User name is DeniseB | 6:20:38 PM |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. | 6:20:45 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 6:21:13 PM |
| | We will update QuickBooks regarding the Intuit login issue in a company file. | 6:48:20 PM |

Once the update is done we will update you over the email.

6:48:37 PM

Is there anything else I may help you with ?

6:50:09 PM

Denise Baxley Thank you. No. Will reconnect with support if the update does not fix this

6:50:58 PM

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

6:52:50 PM

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

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

Thanks!

6:52:54 PM

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

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

Manish Singh has ended this chat session

6:52:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 8:15:24 PM

#79941 jojocole21

Email: jojocole21@msn.com ☎ 5418406008

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: CENTRAL POINT

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 43 Secs

| | | |
|-----------------|--|--------------------|
| jojocole21 | Hello, I am your Acebuddy | 30 Jul, 8:15:25 PM |
| Acebuddy | Hello Jojocole21, I'm your Ace Buddy. I'll be happy to assist you! | 8:15:26 PM |
| | Whom Would You Like to Connect With? | 8:15:26 PM |
| jojocole21 | Technical Support (QB & App Hosting) | 8:15:31 PM |
| Acebuddy | Welcome to Ace Support. | 8:15:31 PM |
| | Please chose an option : | 8:15:31 PM |
| jojocole21 | I'd like to report an Issue | 8:15:40 PM |
| Acebuddy | Please select an option! | 8:15:40 PM |
| jojocole21 | QuickBooks Issue | 8:15:55 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:15:55 PM |
| jojocole21 | Other QB related issue | 8:16:02 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:16:02 PM |
| jojocole21 | I am unable to print excel reports from qb. Also, need to know how I save things and move it to dropbox or another system from the cloud hosted system | 8:16:45 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:16:46 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:16:46 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 8:16:50 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 8:17:00 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:17:17 PM |
| jojocole21 | intendance.myrealdata.net | 8:17:35 PM |
| | user name CID75234 | 8:18:38 PM |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 8:19:17 PM |
| | Please also share you username. | 8:19:56 PM |
| jojocole21 | NicoleAnderson | 8:21:03 PM |
| Ashutosh Mishra | Thanks for the confirmation ! | 8:22:42 PM |
| | Nicole, the Microsoft excel application is not installed on the server. | 8:25:56 PM |
| | If you require MS Excel on the server, we will require a formal approval from registered contact email nicole@intendanceinc.com. | 8:27:51 PM |
| jojocole21 | Thats fine, send it over and I will approve it | 8:28:13 PM |
| Ashutosh Mishra | Thanks for the confirmation ! we will also request approval for installing Dropbox on server. | 8:29:12 PM |
| | Is there anything else I may help you with ? | 8:29:15 PM |
| jojocole21 | No, that will be it. Thanks | 8:29:33 PM |
| Ashutosh Mishra | | |

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

8:29:59 PM

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

8:30:03 PM

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

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

Thanks!

8:30:06 PM

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

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

Ashutosh Mishra has ended this chat session

8:30:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 12:30:32 AM

#79026 JI YUN

Email: ji@backstoptax.com 4158603066

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 57 Secs

JI YUN

Hello, I am your Acebuddy

8 Jul, 12:30:34 AM

Acebuddy

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

12:30:34 AM

| | | |
|----------|--|-------------|
| | Whom Would You Like to Connect With? | 12:30:34 AM |
| JI YUN | Technical Support (QB & App Hosting) | 12:33:59 AM |
| Acebuddy | Welcome to Ace Support. | 12:33:59 AM |
| | Please chose an option : | 12:33:59 AM |
| JI YUN | I'd like to raise a Request | 12:34:12 AM |
| Acebuddy | Please select your request type. | 12:34:12 AM |
| JI YUN | Printer/Scanner Addition | 12:34:19 AM |
| Acebuddy | Please select your desired option : | 12:34:19 AM |
| JI YUN | Printer Addition | 12:34:25 AM |
| Acebuddy | Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below. | 12:34:25 AM |
| | Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted. | 12:34:25 AM |
| | Do you need any further assistance on the topic? | 12:34:25 AM |
| JI YUN | No | 12:34:31 AM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 12:34:32 AM |
| | <i>Acebuddy has ended this chat session</i> | 12:34:32 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 8:35:59 AM

#79490 Angelo Bocacao

Email: info@clmqbp.com 639157602689

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: SANTA MESA

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 12 Mins 25 Secs

| | | |
|----------------|---|--------------------|
| Angelo Bocacao | Hello, I am your Acebuddy | 16 Jul, 8:35:59 AM |
| Acebuddy | Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you! | 8:36:00 AM |
| | Whom Would You Like to Connect With? | 8:36:00 AM |
| Angelo Bocacao | Technical Support (QB & App Hosting) | 8:36:26 AM |
| Acebuddy | Welcome to Ace Support. | 8:36:26 AM |
| | Please chose an option : | 8:36:26 AM |
| Angelo Bocacao | I'd like to report an Issue | 8:36:32 AM |
| Acebuddy | Please select an option! | 8:36:32 AM |
| Angelo Bocacao | QuickBooks Issue | 8:36:40 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 8:36:40 AM |
| Angelo Bocacao | Other QB related issue | 8:36:44 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:36:44 AM |
| Angelo Bocacao | No excel installed | 8:36:54 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:36:54 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:36:54 AM |
| | <i>Shashwat Verma accepted the chat transfer request.</i> | 8:37:40 AM |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. | 8:37:44 AM |
| | Hello Angelo | 8:37:49 AM |
| Angelo Bocacao | Hello | 8:37:51 AM |
| | CID75267 | 8:37:53 AM |
| | This is a new account server setup. | 8:38:02 AM |
| | There was no Excel installed | 8:38:08 AM |
| Shashwat Verma | Kindly allow me two minutes to check the same. | 8:38:23 AM |
| Angelo Bocacao | ok | 8:38:27 AM |
| Shashwat Verma | Angelo, as we have checked, your account is still under the onboarding team. Hence, your resources are currently managed by them. Since MS Excel is a paid add-on, we will inform the concerned team about your requirement, and they will proceed with the installation for you. | 8:42:56 AM |
| Angelo Bocacao | We need it now | 8:43:14 AM |

| | | |
|----------------|--|------------|
| | they said on the email that Excel was installed | 8:43:21 AM |
| | but when I checked now, it was not | 8:43:29 AM |
| Shashwat Verma | I will surely help you with this issue. | 8:43:47 AM |
| Angelo Bocacao | Please install now. We have deadlines today | 8:44:09 AM |
| Shashwat Verma | Angelo, as per your requirement, we will proceed with the installation of MS Excel on the server. The charges and future updates related to Microsoft products will be handled by the onboarding team later. To ensure your work continues without interruption, we will complete the installation within 40-50 minutes. | 8:46:38 AM |
| | Is that work for you? | 8:46:55 AM |
| Angelo Bocacao | Okay | 8:47:00 AM |
| Shashwat Verma | Sure | 8:47:11 AM |
| | Is there anything else I may help you with ? | 8:47:13 AM |
| Angelo Bocacao | none | 8:47:19 AM |
| | Please install it ASAP | 8:47:26 AM |
| Shashwat Verma | Sure, we have started the process, will get this done within 40 mins max. | 8:47:56 AM |
| Angelo Bocacao | Okay. | 8:48:08 AM |
| Shashwat Verma | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:48:15 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 8:48:21 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Shashwat Verma has ended this chat session</i> | 8:48:25 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:31:07 AM

#79415 Brooke Day

Email: finance@blythandburrows.com  12073563820

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: PORTLAND

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 27 Secs

| | | |
|------------------|---|--------------------|
| Brooke Day | Hello, I am your Acebuddy | 15 Jul, 1:31:07 AM |
| Acebuddy | Hello Brooke Day, I'm your Ace Buddy. I'll be happy to assist you! | 1:31:08 AM |
| | Whom Would You Like to Connect With? | 1:31:08 AM |
| Brooke Day | Technical Support (QB & App Hosting) | 1:31:36 AM |
| Acebuddy | Welcome to Ace Support. | 1:31:36 AM |
| | Please chose an option : | 1:31:36 AM |
| Brooke Day | I'd like to report an Issue | 1:31:44 AM |
| Acebuddy | Please select an option! | 1:31:44 AM |
| Brooke Day | Other Issue | 1:31:49 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:31:49 AM |
| Brooke Day | remote server keeps kicking me off | 1:32:11 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:32:11 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:32:11 AM |
| | <i>Dharmendra Kumar accepted the chat transfer request.</i> | 1:32:54 AM |
| Dharmendra Kumar | Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today. | 1:33:00 AM |
| Brooke Day | ok | 1:33:31 AM |
| Dharmendra Kumar | Let me access your account real quick in here. | 1:33:59 AM |
| Brooke Day | ok | 1:34:10 AM |
| | <i>Dharmendra Kumar is transferring the chat to Gurwinder Singh.</i> | 1:34:24 AM |

Gurwinder Singh accepted the chat transfer request.

1:34:27 AM

| | | |
|-----------------|--|------------|
| Gurwinder Singh | Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. | 1:34:33 AM |
| Brooke Day | ok | 1:34:56 AM |
| Gurwinder Singh | Brooke, we are checking this issue in the backend, allow us few mints please | 1:35:05 AM |
| Brooke Day | ok. both me and my colleague are having issues | 1:35:39 AM |
| Gurwinder Singh | Thank you for the update. | 1:35:53 AM |
| | Brooke, we are facing a temporary issue on our end due to which Servers are inaccessible for some time. This should get resolved in the next 30-40 mints | 1:38:25 AM |
| Brooke Day | ok, can I get an email when it is resolved? | 1:38:57 AM |
| Gurwinder Singh | We will surely update you once the issue gets resolved. | 1:39:27 AM |
| | Once this chat gets ended, a ticket will be generated and we will ensure we will reply back to you over that email. | 1:39:57 AM |
| Brooke Day | ok, thank you. I am hoping this is not an ongoing issue as I am now unable to work | 1:40:28 AM |
| Gurwinder Singh | Brooke, we are already in touch with our Network team as this is an issue that is effecting many users. So we will ensure you get a complete resolution to this. | 1:41:25 AM |
| Brooke Day | ok thank you | 1:41:36 AM |
| Gurwinder Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:42:19 AM |
| | <i>Gurwinder Singh has ended this chat session</i> | 1:42:34 AM |



Chat Transcript

I need to reboot my server

Visitor Details

9 Jul, 11:53:03 PM

#79221 Sapp

Email: sapp.steve@gmail.com ☎ 13053108043

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: https://www.acecloudhosting.com/knowledgebase/?s=how+do+i+reboot+my+server&post_type=knowledgebase&kb_search_nonce=f2d9c398e2&wp_http_referer=%2Fknowledgebase%2F

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: OCALA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 59 Secs

| | | |
|-----------------|---|---------------------|
| Sapp | I need to reboot my server | 9 Jul, 11:53:04 PM |
| Siddhant | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. | 11:53:09 PM |
| | <i>Siddhant is transferring the chat to Support(QB & App Hosting).</i> | 11:53:19 PM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 11:53:49 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 11:53:56 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 11:54:07 PM |
| Sapp | ok | 11:54:09 PM |
| | CID66582 Steven Sapp | 11:54:58 PM |
| | SSALLC | 11:55:07 PM |
| Shubham Kataria | Upon checking, found there are multiple users logged onto the server. | 11:56:59 PM |
| | Kindly confirm if we can proceed with the reboot? | 11:57:13 PM |
| Sapp | YES | 11:57:38 PM |
| Shubham Kataria | I've initiated the server reboot and will inform you once the server up and running. | 11:58:34 PM |
| Sapp | I see it | 11:58:55 PM |
| Shubham Kataria | Server is up and running now | 11:59:53 PM |
| | Is there anything else I may help you with ? | 10 Jul, 12:02:32 AM |
| Sapp | yes | 12:03:12 AM |
| | I tried to go into the self help portal and it has some unknown email address attaached to it | 12:03:39 AM |
| Shubham Kataria | Alright, Let me check which email is registered on your account. | 12:04:37 AM |
| Sapp | normally sapp.steve@gmail.com but when I use my cid to recover my password I do not recognize the email | 12:05:57 AM |
| Shubham Kataria | May I take the remote access of your server to see once. | 12:06:37 AM |
| Sapp | yes I am assumiing you are using Steve | 12:08:13 AM |
| Shubham Kataria | Shall I go ahead and send the remote session request to the username StevenS_SSALLC (Edited) | 12:08:59 AM |
| | This message has been deleted | 12:09:02 AM |
| | Are we still connected here? | 12:12:24 AM |

Are we still connected here? 12:15:17 AM

Are we still connected here? 12:16:05 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 12:17:05 AM

Shubham Kataria has ended this chat session 12:17:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 31 Jul, 10:26:50 PM

#80012 tkaneda

Email: tkaneda@vintegritywine.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript Chat Duration : 8 Mins 37 Secs

| | | |
|----------|--|---------------------|
| tjkaneda | Hello, I am your Acebuddy | 31 Jul, 10:26:51 PM |
| Acebuddy | Hello Taiji Kaneda, I'm your Ace Buddy. I'll be happy to assist you! | 10:26:51 PM |
| | Whom Would You Like to Connect With? | 10:26:51 PM |
| tjkaneda | Technical Support (QB & App Hosting) | 10:26:58 PM |
| Acebuddy | Welcome to Ace Support. | 10:26:58 PM |
| | Please chose an option : | 10:26:58 PM |
| tjkaneda | I'd like to report an Issue | 10:27:07 PM |

| | | |
|--------------|--|-------------|
| Acebuddy | Please select an option! | 10:27:07 PM |
| tjkaneda | Other Issue | 10:27:13 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:27:13 PM |
| tjkaneda | We have a few people on our end that are having issues connecting with external apps. More specifically outlook. | 10:28:08 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:28:08 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:28:09 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 10:28:12 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 10:28:20 PM |
| tjkaneda | Hello, we have a few people on our end that are having issues emailing reports. Are you having network issues? | 10:28:49 PM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:29:09 PM |
| tjkaneda | It is not mine but the one of the uses is Stacey and I am not sure how to check the server | 10:31:13 PM |
| Sanyam Madan | If Stacy is experiencing that issue, I'll need remote access to her system so I can assist her effectively. | 10:31:35 PM |
| tjkaneda | one second, I will have her connect to support | 10:32:00 PM |
| Sanyam Madan | Yes sure | 10:32:11 PM |
| tjkaneda | Is there a ticket number we should reference? | 10:33:10 PM |
| Sanyam Madan | Taiji, ticket number will be generated once the chat ends | 10:33:49 PM |
| tjkaneda | okay closing thanks | 10:34:12 PM |
| Sanyam Madan | But I can manually create a Ticket for you (Edited) | 10:34:13 PM |
| | Okay sure | 10:34:28 PM |
| | Is there anything else I may help you with ? | 10:34:32 PM |
| tjkaneda | no thanks | 10:35:10 PM |
| Sanyam Madan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 10:35:21 PM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 10:35:25 PM |
| | <i>Sanyam Madan has ended this chat session</i> | 10:35:28 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 10:43:06 PM

#79598 Erika Collins

Email: ecollins@rooftechconsulting.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 25 Secs

| | | |
|---------------|--|---------------------|
| Erika Collins | Hello, I am your Acebuddy | 18 Jul, 10:43:07 PM |
| Acebuddy | Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you! | 10:43:08 PM |
| | Whom Would You Like to Connect With? | 10:43:08 PM |
| Erika Collins | Technical Support (QB & App Hosting) | 10:43:12 PM |
| Acebuddy | Welcome to Ace Support. | 10:43:12 PM |
| | Please chose an option : | 10:43:12 PM |
| Erika Collins | I'd like to report an Issue | 10:43:18 PM |
| Acebuddy | Please select an option! | 10:43:18 PM |
| Erika Collins | Other Issue | 10:43:22 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:43:22 PM |
| Erika Collins | Cant log in | 10:43:32 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 10:43:33 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:43:33 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 10:43:58 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 10:44:02 PM |
| Erika Collins | I am trying to log in and it will not let me. I had a report connection today and now i cant log on | 10:44:04 PM |
| Yash Kalra | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:44:15 PM |
| Erika Collins | erikacollins | 10:44:35 PM |

| | | |
|---|--|-------------|
| | RoofTech.myrealdata.net | 10:44:54 PM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 10:45:22 PM |
| To help me assist you better, please answer the following questions: | | |
| | 1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message. | 10:45:23 PM |
| | 2. Were you able to connect to the server before, or is this your first time trying? | |
| Erika Collins | yes i was able but after our session no luck and no error just cant log on | 10:45:56 PM |
| | asking my credentials then telling me it is incorrect | 10:46:19 PM |
| | <i>Yash Kalra is transferring the chat to Manish Singh.</i> | 10:47:00 PM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 10:47:04 PM |
| | Is that who helped me this morning? | 10:47:27 PM |
| Manish Singh | I will surely help you with this issue. | 10:47:35 PM |
| Erika Collins | Ok | 10:47:40 PM |
| Manish Singh | Are any other users affected, or is it limited to your account only? | 10:47:51 PM |
| Erika Collins | no just mine | 10:47:58 PM |
| | its trying to have me connect to rdgnv.myrealdata.net | 10:48:45 PM |
| Manish Singh | Alright! | 10:49:06 PM |
| | May I take the remote access of your local computer? | 10:49:10 PM |
| Erika Collins | yes | 10:49:15 PM |
| Manish Singh | https://assist.acecloudhosting.com/join/7922168783 | 10:49:54 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 10:50:00 PM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 10:50:03 PM |
| Erika Collins | got it | 10:50:23 PM |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 10:50:52 PM |
| | Is there anything else I may help you with ? | 10:53:01 PM |
| Erika Collins | Okay cool! no that helps alot thanks | 10:53:08 PM |
| | have a good weekend | 10:53:11 PM |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 10:53:12 PM |
| Erika Collins | ok | 10:53:15 PM |
| Manish Singh | You too. Ericka | 10:53:20 PM |

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

10:53:24 PM

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

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

Thanks!

10:53:29 PM

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

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

Manish Singh has ended this chat session

10:53:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 12:27:52 AM

#79227 allison

Email: allison@cowestlandtrust.org 19702635443

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: 24 Secs

City: GREELEY

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 44 Secs

| | | |
|----------|---|---------------------|
| allison | Hello, I am your Acebuddy | 10 Jul, 12:27:53 AM |
| Acebuddy | Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you! | 12:27:53 AM |
| | Whom Would You Like to Connect With? | 12:27:53 AM |

| | | |
|-----------------|--|-------------|
| allison | Technical Support (QB & App Hosting) | 12:27:57 AM |
| Acebuddy | Welcome to Ace Support. | 12:27:57 AM |
| | Please chose an option : | 12:27:57 AM |
| allison | I'd like to report an Issue | 12:28:04 AM |
| Acebuddy | Please select an option! | 12:28:04 AM |
| allison | Other Issue | 12:28:12 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:28:12 AM |
| allison | Connection said I was not signed in. I shut down and restarted and now QB is crashing every time it opens. | 12:28:53 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:28:54 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:28:54 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 12:29:43 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 12:29:52 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 12:30:06 AM |
| allison | QBLivePre1.myreldata.net Username: myreldata\AllisonR.Pre1 | 12:30:44 AM |
| Shubham Kataria | Thank you, Kindly confirm your business name as well which is registered with us. | 12:31:24 AM |
| allison | Either Colorado West Land Trust or Mesa County Land Conservancy, can't remember which. CWLT is a DBA | 12:31:47 AM |
| Shubham Kataria | Alright, let me check. please allow me a minute | 12:32:32 AM |
| | Kindly confirm if you're receiving any error message as well on QB | 12:34:07 AM |
| allison | No, it just starts up and then disappears | 12:34:21 AM |
| Shubham Kataria | May I take the remote access of your server? | 12:34:31 AM |
| allison | Yes | 12:34:41 AM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. | 12:34:47 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. | 12:35:08 AM |
| | Thank you for your patience. | 12:52:07 AM |
| allison | No problem. I do have a meeting in about 30 minutes | 12:52:42 AM |
| Shubham Kataria | Upon Checking, we found that the issue is related to a temporary profile. We'll need to reset your profile from the backend to resolve it. | 12:53:30 AM |
| allison | Ok. Please let me know when to login again | 12:54:03 AM |
| Shubham Kataria | Sure, please allow 2 to 4 minutes. | 12:54:19 AM |

| | | |
|-----------------|--|-------------|
| | Please log onto the server once so that I can move your data to the new profile | 12:55:13 AM |
| allison | Do you need me to do anything? | 1:02:56 AM |
| Shubham Kataria | We are making required changes from registry as well | 1:03:14 AM |
| | Please allow one minute more. | 1:03:22 AM |
| | Thank you for your patience. | 1:09:25 AM |
| | Please log onto the server now | 1:09:32 AM |
| allison | I'm in | 1:10:27 AM |
| Shubham Kataria | Please accept the remote request | 1:10:37 AM |
| | Please login once more just to test the QB. | 1:12:00 AM |
| | Hi Allison, I have discussed this with our escalation team and they have suggested to create a new user profile for you. | 1:14:49 AM |
| | Could you please allow us sometime to create the profile, we will deliver the new credentials over email | 1:15:22 AM |
| allison | Ok, I only have 15 minutes left before I have to go to a meeting | 1:15:23 AM |
| | Ok. That works | 1:15:30 AM |
| | You will then ensure my company file is available? | 1:15:42 AM |
| Shubham Kataria | Yes, we will move all of your data to the new user profile | 1:15:59 AM |
| | Once the user create request completed, we will inform you over email | 1:17:51 AM |
| | Is there anything else I may help you with ? | 1:18:00 AM |
| allison | No, thank you | 1:18:19 AM |
| Shubham Kataria | You're welcome | 1:18:47 AM |
| | "We are proactively working on this and will share the details with you via email as soon as possible. | 1:19:23 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:19:29 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 1:19:34 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Shubham Kataria has ended this chat session</i> | 1:19:37 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 10:48:35 PM

#79267 Daniel Barron

Email: dbarron@dmjtransportation.net 7246893271

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 39 Secs

City: ALTOONA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 55 Secs

| | | |
|---------------|--|---------------------|
| Daniel Barron | Hello, I am your Acebuddy | 10 Jul, 10:48:36 PM |
| Acebuddy | Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you! | 10:48:37 PM |
| | Whom Would You Like to Connect With? | 10:48:37 PM |
| Daniel Barron | Technical Support (QB & App Hosting) | 10:48:43 PM |
| Acebuddy | Welcome to Ace Support. | 10:48:43 PM |
| | Please chose an option : | 10:48:43 PM |
| Daniel Barron | I'd like to report an Issue | 10:48:48 PM |
| Acebuddy | Please select an option! | 10:48:48 PM |
| Daniel Barron | QuickBooks Issue | 10:48:53 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:48:53 PM |
| Daniel Barron | Other QB related issue | 10:48:58 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 10:48:58 PM |
| Daniel Barron | My user KBARRON can't access quickbooks on the server. Message says restricted | 10:49:38 PM |

| | | |
|---------------|---|-------------|
| Acebuddy | Please wait while we connect you to a Support Representative | 10:49:38 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:49:38 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 10:50:43 PM |
| | <i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i> | 10:50:53 PM |
| | <i>Yash Kalra accepted the chat transfer request.</i> | 10:50:56 PM |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. | 10:51:04 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 10:51:08 PM |
| Daniel Barron | Kbarron is the username | 10:52:12 PM |
| | not sure of server name as I'm on my cell phone | 10:52:29 PM |
| Yash Kalra | Kindly allow me two minutes to check the same. | 10:53:12 PM |
| | May I take the remote access of your server? | 10:56:16 PM |
| | Are we still connected here? | 10:59:08 PM |
| | Are we still connected here? | 11:01:38 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 11:04:26 PM |
| | <i>Yash Kalra has ended this chat session</i> | 11:04:31 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 22 Jul, 10:41:08 PM

#79696 Ashley Johnson

Email: ajohnson@ipsiscan.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 48 Secs

| | | |
|----------------|--|---------------------|
| Ashley Johnson | Hello, I am your Acebuddy | 22 Jul, 10:41:09 PM |
| Acebuddy | Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you! | 10:41:09 PM |
| | Whom Would You Like to Connect With? | 10:41:09 PM |
| Ashley Johnson | Technical Support (QB & App Hosting) | 10:41:15 PM |
| Acebuddy | Welcome to Ace Support. | 10:41:15 PM |
| | Please chose an option : | 10:41:15 PM |
| Ashley Johnson | I'd like to report an Issue | 10:41:20 PM |
| Acebuddy | Please select an option! | 10:41:20 PM |
| Ashley Johnson | QuickBooks Issue | 10:41:23 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 10:41:23 PM |
| Ashley Johnson | QuickBooks Update | 10:41:31 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. | 10:41:32 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. | 10:41:32 PM |
| | Do you need any further assistance on the topic? | 10:41:32 PM |
| Ashley Johnson | Yes | 10:41:45 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 10:41:45 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 10:41:45 PM |
| Ashley Johnson | Ticket ID: 738955 | 10:41:49 PM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 10:42:09 PM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 10:42:16 PM |
| | Kindly allow me two minutes to check the same. | 10:42:28 PM |
| Ashley Johnson | Thank you - I responded to the email Subham Kataria sent in with a few screenshots of what we are seeing | 10:44:10 PM |
| Sanyam Madan | I just checked that there's an open ticket for a critical QuickBooks update. | 10:44:50 PM |
| | We have two options: we can either schedule the update during night hours when no users are logged in, or we can proceed with the update now and notify you via email. | 10:45:00 PM |

| | | |
|----------------|--|-------------|
| Ashley Johnson | Yes, and that was supposed to have been just been completed at 12:30 est | 10:45:07 PM |
| Sanyam Madan | I deeply apologize for the delay (Edited) | 10:45:27 PM |
| Ashley Johnson | Dear Ashley, Greetings from Ace Cloud! Ticket ID: 738955 Issue: Emailing issue (intuit sign in keep loading) Summary: As discussed during our recent chat, you reported being unable to send emails due to the Intuit sign-in screen continuously loading. Upon investigation, we identified multiple pending updates in QuickBooks. These updates have now been successfully installed, and there are no further updates pending. Please try sending an email now and let us know if the issue has been resolved. | 10:45:30 PM |
| Sanyam Madan | we will install the updates again to make sure that error prompts comes up in future | 10:46:31 PM |
| Ashley Johnson | so we have to get out again for another 30 minutess??? | 10:46:48 PM |
| Sanyam Madan | we can schedule it for night hours too if you want | 10:47:12 PM |
| Ashley Johnson | no, this needs to be done now, as it is hindering our work | 10:47:27 PM |
| Sanyam Madan | okay | 10:47:31 PM |
| | we will start the updates right away | 10:47:40 PM |
| | and we will notify you as soon as it completed | 10:47:54 PM |
| | Is there anything else I may help you with ? | 10:48:02 PM |
| Ashley Johnson | can you please double check that the updates were either not completed or that there isn't something else that is throwing this error? | 10:48:51 PM |
| Sanyam Madan | Yes I will talk to Shubham personally about this | 10:49:03 PM |
| Ashley Johnson | ok, i will wait, thank you | 10:49:22 PM |
| Sanyam Madan | Is there anything else I may help you with ? | 10:49:25 PM |
| Ashley Johnson | no, this is essential that we are back up and running with this | 10:50:08 PM |
| Sanyam Madan | Don't worry Ashley, your server will be up and running very soon | 10:50:45 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 10:50:48 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 10:50:53 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Sanyam Madan has ended this chat session</i> | 10:50:57 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 5:31:16 AM

#79487 Hedley and Bennett Inc

Email: finances@hedleyb.com ☎ 12623910904

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: 18 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 40 Secs

| | | |
|------------------------|--|--------------------|
| Hedley and Bennett Inc | Hello, I am your Acebuddy | 16 Jul, 5:31:17 AM |
| Acebuddy | Hello Anjali Reddy, I'm your Ace Buddy. I'll be happy to assist you! | 5:31:18 AM |
| | Whom Would You Like to Connect With? | 5:31:18 AM |
| Hedley and Bennett Inc | Technical Support (QB & App Hosting) | 5:31:22 AM |
| Acebuddy | Welcome to Ace Support. | 5:31:22 AM |
| | Please chose an option : | 5:31:22 AM |
| Hedley and Bennett Inc | I'd like to report an Issue | 5:31:29 AM |
| Acebuddy | Please select an option! | 5:31:29 AM |
| Hedley and Bennett Inc | QuickBooks Issue | 5:31:33 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:31:33 AM |
| Hedley and Bennett Inc | QuickBooks Login Issue | 5:31:38 AM |

| | | |
|------------------------|---|------------|
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue | 5:31:38 AM |
| | Was that helpful? | 5:31:38 AM |
| Hedley and Bennett Inc | No | 5:31:43 AM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 5:31:43 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:31:44 AM |
| | <i>Anjainay Singh accepted the chat transfer request.</i> | 5:32:04 AM |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. | 5:32:11 AM |
| Hedley and Bennett Inc | hi there, we are trying to stop quickbooks multiuser mode | 5:33:03 AM |
| Anjainay Singh | Hello Anjali. | 5:33:09 AM |
| Hedley and Bennett Inc | i can't log in to our company file because it says someone is loggin in single usermode | 5:33:44 AM |
| Anjainay Singh | Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible. | 5:34:35 AM |
| | Could you please try to log out from QB and login back and let me know if you are able to access the file? | 5:35:47 AM |
| Hedley and Bennett Inc | i got two error codes -6010, -100 | 5:37:25 AM |
| Anjainay Singh | Please allow me a remote access to server. | 5:38:04 AM |
| | Please enter your password. | 5:39:03 AM |
| | You are able to access the company file. | 5:39:51 AM |
| | Could you please confirm is it resolved? | 5:40:36 AM |
| Hedley and Bennett Inc | seem like we are okay | 5:41:13 AM |
| Anjainay Singh | Anjali reddy, Is there anything else I may help you with? | 5:41:21 AM |
| Hedley and Bennett Inc | no that's all | 5:42:15 AM |
| Anjainay Singh | Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji. | 5:42:18 AM |
| | I will also share the ticket id with you over the mail once this chat is disconnected. | 5:42:27 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 5:42:38 AM |
| | <i>Anjainay Singh has ended this chat session</i> | 5:42:57 AM |



Chat Transcript

Customer support

Visitor Details

16 Jul, 8:45:13 PM

#79505 Amy Salter

Email: amy.h.salter@gmail.com ☎ 19035703459

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: HUNTSVILLE

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 56 Secs

Amy Salter Customer support 16 Jul, 8:45:14 PM

Rishabh Gogia Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. 8:45:24 PM

Rishabh Gogia is transferring the chat to Support(QB & App Hosting). 8:45:31 PM

Shubham Kataria accepted the chat transfer request. 8:46:00 PM

Shubham Kataria Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. 8:46:06 PM

The visitor's phone number was changed from 2565207100 to 19035703459. 8:46:10 PM

Hello Amy 8:46:12 PM

How may I assist you today? 8:46:18 PM

Are we still connected here? 8:47:05 PM

As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 8:48:17 PM

Shubham Kataria has ended this chat session 8:48:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 5:58:47 PM

#78896 Caleb Maul

Email: cmaul@rvirtualcfo.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: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Secs

| | | |
|------------|--|-------------------|
| Caleb Maul | Hello, I am your Acebuddy | 2 Jul, 5:58:48 PM |
| Acebuddy | Hello Caleb Maul, I'm your Ace Buddy. I'll be happy to assist you! | 5:58:49 PM |
| | Whom Would You Like to Connect With? | 5:58:49 PM |
| Caleb Maul | Technical Support (QB & App Hosting) | 5:59:00 PM |
| Acebuddy | Welcome to Ace Support. | 5:59:00 PM |
| | Please chose an option : | 5:59:00 PM |
| Caleb Maul | I'd like to raise a Request | 5:59:08 PM |
| Acebuddy | Please select your request type. | 5:59:08 PM |
| Caleb Maul | Other Request | 5:59:16 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 5:59:16 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 5:59:16 PM |
| Caleb Maul | No, That'll be all! | 5:59:25 PM |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! | 5:59:25 PM |
| | <i>Acebuddy has ended this chat session</i> | 5:59:25 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jul, 5:54:53 PM

#79840 taxes.ltdservices

Email: taxes.ltdservices@gmail.com ☎ 9195229911

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 35 Secs

| | | |
|-------------------|---|--------------------|
| taxes.ltdservices | Hello, I am your Acebuddy | 28 Jul, 5:54:53 PM |
| Acebuddy | Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you! | 5:54:54 PM |
| | Whom Would You Like to Connect With? | 5:54:54 PM |
| taxes.ltdservices | Technical Support (QB & App Hosting) | 5:55:07 PM |
| Acebuddy | Welcome to Ace Support. | 5:55:07 PM |
| | Please chose an option : | 5:55:07 PM |
| taxes.ltdservices | I'd like to raise a Request | 5:55:17 PM |
| Acebuddy | Please select your request type. | 5:55:17 PM |
| taxes.ltdservices | Application Update | 5:55:21 PM |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. | 5:55:21 PM |
| | Typically, the application update is performed overnight. | |
| | Do you need any further assistance on the topic? | 5:55:21 PM |

| | | |
|-------------------|---|------------|
| taxes.ltdservices | Yes | 5:55:28 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 5:55:28 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:55:28 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 5:55:42 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 5:55:49 PM |
| taxes.ltdservices | Hi Ashutosh. Please update Drake Accounting 2025 | 5:56:18 PM |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name? | 5:57:05 PM |
| taxes.ltdservices | LTDservices | 5:57:19 PM |
| | User1 | 5:57:33 PM |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. | 5:58:02 PM |
| taxes.ltdservices | Thank you | 5:58:30 PM |
| Ashutosh Mishra | We have started the updates. | 6:01:36 PM |
| | The update has completed. | 6:02:50 PM |
| | Is there anything else I may help you with ? | 6:02:52 PM |
| taxes.ltdservices | No, thank you | 6:02:59 PM |
| Ashutosh Mishra | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 6:03:17 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 6:03:20 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Ashutosh Mishra has ended this chat session</i> | 6:03:29 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:02:01 AM

#79401 REBECCA HARDY

Email: rebecca@trelfalabs.com 19784172525

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 48 Secs

City: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 7 Secs

| | | |
|---------------|--|--------------------|
| REBECCA HARDY | Hello, I am your Acebuddy | 15 Jul, 1:02:02 AM |
| Acebuddy | Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you! | 1:02:03 AM |
| | Whom Would You Like to Connect With? | 1:02:03 AM |
| REBECCA HARDY | Technical Support (QB & App Hosting) | 1:02:06 AM |
| Acebuddy | Welcome to Ace Support. | 1:02:06 AM |
| | Please chose an option : | 1:02:06 AM |
| REBECCA HARDY | I'd like to report an Issue | 1:02:12 AM |
| Acebuddy | Please select an option! | 1:02:12 AM |
| REBECCA HARDY | Other Issue | 1:02:17 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:02:17 AM |
| REBECCA HARDY | keep losing the remote desktop connection | 1:02:30 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:02:30 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:02:30 AM |
| | <i>Sanyam Madan accepted the chat transfer request.</i> | 1:03:08 AM |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. | 1:03:21 AM |
| REBECCA HARDY | ok | 1:04:12 AM |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:04:23 AM |
| REBECCA HARDY | TrelfaLabs.myrealdata.net | 1:04:57 AM |
| | RebeccaHardy | 1:05:03 AM |

| | | |
|---------------|--|------------|
| Sanyam Madan | Kindly allow me two minutes to check the same. | 1:05:35 AM |
| | May i take remote access of your local computer (Edited) | 1:09:29 AM |
| REBECCA HARDY | yes | 1:09:49 AM |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. | 1:10:29 AM |
| REBECCA HARDY | ok | 1:10:39 AM |
| Sanyam Madan | https://assist.acecloudhosting.com/join/8932073929 | 1:12:28 AM |
| | Kindly paste this link in the browser of local computer and join the session. | 1:12:36 AM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 1:14:14 AM |
| REBECCA HARDY | I never have to enter my password. I'm not sure what it is. I will have to check my file. | 1:17:16 AM |
| Sanyam Madan | okay sure | 1:18:48 AM |
| REBECCA HARDY | can we reset it | 1:20:24 AM |
| | <i>The visitor's name and phone number were changed.</i> | 1:27:05 AM |
| | Here? | 1:42:46 AM |
| Sanyam Madan | I Just confirmed from our senior that we are having connectivity issue from our end | 1:42:48 AM |
| REBECCA HARDY | ok | 1:43:06 AM |
| Sanyam Madan | Our team is resolving the issue , and they will connect with you in next 30 minutes | 1:43:12 AM |
| REBECCA HARDY | ok | 1:43:17 AM |
| Sanyam Madan | we deeply apologize for the inconvenience caused to you | 1:43:34 AM |
| | Is there anything else I may help you with ? | 1:43:44 AM |
| REBECCA HARDY | no | 1:43:49 AM |
| Sanyam Madan | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:44:01 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 1:44:05 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| | <i>Sanyam Madan has ended this chat session</i> | 1:44:10 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 7:27:20 PM

#79060 anewtonmanda

Email: anewton@riverviewtaxcpa.com +18136728297

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 18 Secs

| | | |
|--------------|--|-------------------|
| anewtonmanda | Hello, I am your Acebuddy | 8 Jul, 7:27:21 PM |
| Acebuddy | Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you! | 7:27:21 PM |
| | Whom Would You Like to Connect With? | 7:27:21 PM |
| anewtonmanda | Technical Support (QB & App Hosting) | 7:27:59 PM |
| Acebuddy | Welcome to Ace Support. | 7:27:59 PM |
| | Please chose an option : | 7:27:59 PM |
| anewtonmanda | I'd like to report an Issue | 7:28:03 PM |
| Acebuddy | Please select an option! | 7:28:03 PM |
| anewtonmanda | Other Issue | 7:28:08 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:28:08 PM |
| anewtonmanda | Unable to connect to remote desktop or ace connect | 7:28:27 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:28:28 PM |

Acebuddy (bot) forwarded the chat request

7:28:28 PM

Shivam Singh accepted the chat transfer request.

7:28:43 PM

Shivam Singh Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.

7:29:08 PM

anewtonmanda great

7:29:56 PM

i cannot connect to my remote desktop

7:30:35 PM

Shivam Singh Amanda, Sorry for the inconvenience. There is a technical outage currently, and we will respond to you within 30-50 minutes.

7:31:09 PM

anewtonmanda oh good. glad it isn't just me. i'll try again in a bit

7:31:39 PM

thank you!

7:31:40 PM

Shivam Singh Thanks for your understanding, we will be back with you once the system is up and running.

7:32:57 PM

Amanda, Is there anything else I may help you with ?

7:34:47 PM

anewtonmanda nope.

7:34:55 PM

i'm good, thank you

7:35:04 PM

Shivam Singh Thanks for your understanding again

7:35:27 PM

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

7:35:30 PM

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

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

Thanks!

7:35:37 PM

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

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

Shivam Singh has ended this chat session

7:35:39 PM



Chat Transcript

Hello, I am your Acebuddy

#79923 Irene Ngan

Email: irene.ngan@9dots.com +852 96469384

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: KWUN TONG

State: Hong Kong

Country: HONG KONG

Chat Duration : 7 Mins 20 Secs

Chat Transcript

| | | |
|------------|--|--------------------|
| Irene Ngan | Hello, I am your Acebuddy | 30 Jul, 9:35:02 AM |
| Acebuddy | Hello Irene Ngan, I'm your Ace Buddy. I'll be happy to assist you! | 9:35:03 AM |
| | Whom Would You Like to Connect With? | 9:35:03 AM |
| Irene Ngan | Technical Support (QB & App Hosting) | 9:35:16 AM |
| Acebuddy | Welcome to Ace Support. | 9:35:16 AM |
| | Please chose an option : | 9:35:16 AM |
| Irene Ngan | I'd like to raise a Request | 9:35:25 AM |
| Acebuddy | Please select your request type. | 9:35:25 AM |
| Irene Ngan | Password Reset | 9:35:37 AM |
| Acebuddy | Please select an option below | 9:35:37 AM |
| Irene Ngan | Already Enrolled to Selfcare Portal | 9:35:43 AM |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. | 9:35:43 AM |
| | Do you need any further assistance on the topic? | 9:35:43 AM |
| Irene Ngan | No | 9:42:23 AM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 9:42:23 AM |
| | <i>Acebuddy has ended this chat session</i> | 9:42:23 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 11:16:53 PM

#79894 Hedley and Bennett Inc

Email: finances@hedleyb.com ☎ 12623910904

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: 11 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 23 Secs

| | | |
|------------------------|--|---------------------|
| Hedley and Bennett Inc | Hello, I am your Acebuddy | 29 Jul, 11:16:53 PM |
| Acebuddy | Hello Anjali.reddy, I'm your Ace Buddy. I'll be happy to assist you! | 11:16:54 PM |
| | Whom Would You Like to Connect With? | 11:16:54 PM |
| Hedley and Bennett Inc | Technical Support (QB & App Hosting) | 11:17:08 PM |
| Acebuddy | Welcome to Ace Support. | 11:17:08 PM |
| | Please chose an option : | 11:17:08 PM |
| Hedley and Bennett Inc | I'd like to raise a Request | 11:17:14 PM |
| Acebuddy | Please select your request type. | 11:17:14 PM |
| Hedley and Bennett Inc | Change in Users | 11:17:25 PM |
| Acebuddy | Please select your desired option! | 11:17:25 PM |
| Hedley and Bennett Inc | User Addition | 11:18:11 PM |
| Acebuddy | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! | 11:18:11 PM |
| | Do you need any further assistance on the topic? | 11:18:11 PM |

| | | |
|------------------------|---|-------------|
| Hedley and Bennett Inc | Yes | 11:18:20 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 11:18:20 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:18:20 PM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 11:19:12 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 11:19:23 PM |
| | I will be surely assisting you with this. | 11:20:44 PM |
| | Is this for account: Hedley and Bennett Inc ? | 11:21:20 PM |
| | Are we connected? | 11:22:49 PM |
| | Are we still connected here? | 11:23:36 PM |
| | Are we still connected here? | 11:24:06 PM |
| Hedley and Bennett Inc | yes | 11:25:00 PM |
| | i need two things | 11:25:04 PM |
| Abhay Kumar Saraswat | Sure, please tell me. | 11:25:13 PM |
| Hedley and Bennett Inc | i was recently setup as the primary contact | 11:25:18 PM |
| Abhay Kumar Saraswat | Okay. | 11:25:26 PM |
| Hedley and Bennett Inc | i need to be setup to use the portal to manage the account | 11:25:36 PM |
| Abhay Kumar Saraswat | Okay, are you referring to MyPortal tool? | 11:26:13 PM |
| Hedley and Bennett Inc | yes | 11:27:48 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 11:27:54 PM |
| | As I checked, you are already have an admin rights on MyPortal tool. | 11:28:22 PM |
| Hedley and Bennett Inc | what is my login | 11:28:37 PM |
| Abhay Kumar Saraswat | Have you ever tried to login on MyPortal tool? | 11:28:39 PM |
| Hedley and Bennett Inc | no | 11:28:41 PM |
| Abhay Kumar Saraswat | No worries. | 11:28:50 PM |
| | I'll assist you. | 11:28:54 PM |
| | https://myportal.acecloudhosting.com/login | 11:28:58 PM |
| | Please copy this link and paste it in your local PC browser and save it in Bookmarks. (Edited) | 11:29:25 PM |
| | | 11:30:22 PM |

| | | |
|------------------------|--|-------------|
| | Do you know your ACE server login password, by which you access QuickBooks ? (Edited) | |
| Hedley and Bennett Inc | Are we still connected here? | 11:32:04 PM |
| Abhay Kumar Saraswat | one moment | 11:33:51 PM |
| Hedley and Bennett Inc | Sure, please take your time. | 11:33:59 PM |
| Abhay Kumar Saraswat | Hedley2025! | 11:34:20 PM |
| Hedley and Bennett Inc | Is this your server password? | 11:34:39 PM |
| Abhay Kumar Saraswat | Please open the above given link and put this CID number as your username. | 11:35:39 PM |
| | CID69985 | |
| Hedley and Bennett Inc | And your server password in password option. | 11:35:57 PM |
| Abhay Kumar Saraswat | Please confirm once you have logged into the MyPortal tool. | 11:36:41 PM |
| Hedley and Bennett Inc | that is my server passowrd | 11:36:56 PM |
| Abhay Kumar Saraswat | that did not work | 11:37:01 PM |
| Hedley and Bennett Inc | Okay. | 11:37:11 PM |
| Abhay Kumar Saraswat | May I take the remote access of your local computer? | 11:37:16 PM |
| Hedley and Bennett Inc | Let me check then. | 11:37:29 PM |
| Abhay Kumar Saraswat | sure | 11:38:25 PM |
| Hedley and Bennett Inc | Prior providing the access, I would suggest you to close any important documents at your end. | 11:38:32 PM |
| Abhay Kumar Saraswat | https://assist.acecloudhosting.com/join/5262182031 | 11:38:49 PM |
| Hedley and Bennett Inc | Kindly paste this link in the browser of local computer and join the session. | 11:38:55 PM |
| Abhay Kumar Saraswat | 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. | 11:40:36 PM |
| Hedley and Bennett Inc | Are we still connected here? | 11:43:49 PM |
| Abhay Kumar Saraswat | Please check your registered contact number and email for the OTP. | 11:43:58 PM |
| Hedley and Bennett Inc | <i>The visitor's name and phone number were changed.</i> | 11:48:13 PM |
| Abhay Kumar Saraswat | Thank you for your patience. | 11:49:14 PM |
| Hedley and Bennett Inc | As we checked, you are successfully logged in to MyPortal. | 11:49:44 PM |
| Abhay Kumar Saraswat | Is there anything else I may help you with ? | 11:49:49 PM |
| Hedley and Bennett Inc | that's all | 11:50:00 PM |
| Abhay Kumar Saraswat | thank you | 11:50:01 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.

11:50:08 PM

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

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

Thanks!

11:50:11 PM

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

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

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

11:50:14 PM

Abhay Kumar Saraswat has ended this chat session

11:50:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jul, 1:22:03 PM

#78995 Sierre568

Email: sierre568@hotmail.com  2514896321

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 4 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 2 Mins 37 Secs

Sierre568

Hello, I am your Acebuddy

5 Jul, 1:22:05 PM

| | | |
|-----------|--|------------|
| Acebuddy | Hello Sierre568, I'm your Ace Buddy. I'll be happy to assist you! | 1:22:06 PM |
| | Whom Would You Like to Connect With? | 1:22:06 PM |
| Sierre568 | Technical Support (QB & App Hosting) | 1:22:11 PM |
| Acebuddy | Welcome to Ace Support. | 1:22:11 PM |
| | Please chose an option : | 1:22:11 PM |
| Sierre568 | I'd like to report an Issue | 1:22:18 PM |
| Acebuddy | Please select an option! | 1:22:18 PM |
| Sierre568 | QuickBooks Issue | 1:22:21 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 1:22:21 PM |
| Sierre568 | Other QB related issue | 1:22:30 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:22:30 PM |
| Sierre568 | Qb | 1:22:37 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:22:38 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:22:38 PM |
| Sierre568 | Hi | 1:23:37 PM |
| | <i>Tushar accepted the chat transfer request.</i> | 1:24:30 PM |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 1:24:35 PM |
| | <i>Sierre568 has ended this chat session</i> | 1:24:43 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 11:45:35 PM

#79603 jmadewell

Email: jmadewell@qimsolutions.com 19127398341

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: CLAXTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 5 Secs

| | | |
|-----------|--|---------------------|
| jmadewell | Hello, I am your Acebuddy | 18 Jul, 11:45:36 PM |
| Acebuddy | Hello Jeff Madewell, I'm your Ace Buddy. I'll be happy to assist you! | 11:45:37 PM |
| | Whom Would You Like to Connect With? | 11:45:37 PM |
| jmadewell | Technical Support (QB & App Hosting) | 11:45:51 PM |
| Acebuddy | Welcome to Ace Support. | 11:45:51 PM |
| | Please chose an option : | 11:45:51 PM |
| jmadewell | I'd like to raise a Request | 11:46:00 PM |
| Acebuddy | Please select your request type. | 11:46:00 PM |
| jmadewell | Other Request | 11:46:35 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 11:46:35 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 11:46:35 PM |
| jmadewell | No, That'll be all! | 11:46:41 PM |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! | 11:46:41 PM |
| | <i>Acebuddy has ended this chat session</i> | 11:46:42 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 9:36:51 PM

#79511 johnismerio

Email: johnismerio@gmail.com 18183998208

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: KEMANGGISAN

State: Banten

Country: INDONESIA

Chat Transcript

Chat Duration : 27 Mins 21 Secs

| | | |
|-----------------|--|--------------------|
| johnismerio | Hello, I am your Acebuddy | 16 Jul, 9:36:51 PM |
| Acebuddy | Hello Johnismerio, I'm your Ace Buddy. I'll be happy to assist you! | 9:36:52 PM |
| | Whom Would You Like to Connect With? | 9:36:52 PM |
| johnismerio | Technical Support (QB & App Hosting) | 9:36:55 PM |
| Acebuddy | Welcome to Ace Support. | 9:36:55 PM |
| | Please chose an option : | 9:36:55 PM |
| johnismerio | I'd like to report an Issue | 9:37:01 PM |
| Acebuddy | Please select an option! | 9:37:01 PM |
| johnismerio | Other Issue | 9:37:08 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 9:37:08 PM |
| johnismerio | keep disconnect | 9:37:18 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 9:37:18 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 9:37:19 PM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 9:37:28 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 9:37:34 PM |
| johnismerio | hi | 9:38:08 PM |
| Shubham Kataria | Hello Johnismerio | 9:38:18 PM |
| | <i>9:38:19 PM johnismerio is sharing a file with you image.png - (Size:13.57 KB)</i> | 9:38:19 PM |
| | <i>it keeps get this way but my connection is okay</i> | |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:38:27 PM |
| | <i>9:38:35 PM johnismerio is sharing a file with you</i> | |
| | | 9:38:35 PM |

| | | |
|-----------------|--|-------------|
| | <u>1_image.png</u> - (Size:14.28 KB) | |
| | 9:38:57 PMjohnismerio is sharing a file with you <u>image.png</u> - (Size:12.76 KB) | 9:38:57 PM |
| | again | |
| johnismerio | cloud 2 | 9:39:05 PM |
| | RDGHTN.myrealdata.net | 9:39:24 PM |
| Shubham Kataria | Kindly confirm your business name and username | 9:39:41 PM |
| johnismerio | last week i report slow and the cs remote and change it to HTN | 9:39:43 PM |
| | ISTAXPro and username Cloud2 | 9:40:00 PM |
| Shubham Kataria | Thank you for the information. Please allow me one minute to check the same. | 9:40:19 PM |
| | Kindly confirm if you're the only user who is facing this issue. | 9:41:08 PM |
| johnismerio | yes | 9:41:47 PM |
| | only this user | 9:41:53 PM |
| Shubham Kataria | Are all the users using the server from same location or same internet | 9:42:25 PM |
| johnismerio | not the same | 9:43:08 PM |
| Shubham Kataria | Alright | 9:43:33 PM |
| | May I take the remote access of your local computer? | 9:43:37 PM |
| johnismerio | yes | 9:43:46 PM |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. | 9:43:59 PM |
| johnismerio | ok i have 2 screen | 9:44:14 PM |
| Shubham Kataria | https://assist.acecloudhosting.com/join/7282567651 | 9:44:14 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:44:22 PM |
| johnismerio | ok? | 9:45:49 PM |
| Shubham Kataria | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:46:01 PM |
| | Thank you for your patience. | 10:03:26 PM |
| johnismerio | yes | 10:03:28 PM |
| Shubham Kataria | As per the remote conversation your issue has been resolved | 10:03:41 PM |
| | Is there anything else I may help you with ? | 10:03:44 PM |
| johnismerio | that is all thank you | 10:03:55 PM |
| Shubham Kataria | you're welcome | 10:03:59 PM |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on | 10:04:03 PM |

smileys at the end of this chat.

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

10:04:08 PM

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

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

Thanks!

10:04:10 PM

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

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

Shubham Kataria has ended this chat session

10:04:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 7:35:59 PM

#79879 Brooke Day

Email: finance@blythandburrows.com 12073563820

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: PORTLAND

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 39 Secs

| | | |
|------------|--|--------------------|
| Brooke Day | Hello, I am your Acebuddy | 29 Jul, 7:36:00 PM |
| Acebuddy | Hello Brooke Day, I'm your Ace Buddy. I'll be happy to assist you! | 7:36:02 PM |

| | | |
|--------------------|---|------------|
| | Whom Would You Like to Connect With? | 7:36:02 PM |
| Brooke Day | Technical Support (QB & App Hosting) | 7:36:10 PM |
| Acebuddy | Welcome to Ace Support. | 7:36:10 PM |
| | Please chose an option : | 7:36:10 PM |
| Brooke Day | I'd like to report an Issue | 7:36:17 PM |
| Acebuddy | Please select an option! | 7:36:17 PM |
| Brooke Day | Other Issue | 7:36:21 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:36:21 PM |
| Brooke Day | I am having issues with my remote login, it opens but the screen is shaded and the wheel just spins round and round | 7:36:27 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:36:28 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:36:28 PM |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> | 7:36:37 PM |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. | 7:36:41 PM |
| | Hello Brooke | 7:36:46 PM |
| Brooke Day | Hello | 7:36:52 PM |
| Sujeet Kumar Suman | How are you doing today? | 7:36:58 PM |
| Brooke Day | im ok | 7:37:05 PM |
| Sujeet Kumar Suman | Kindly help me with your server name and user name? | 7:37:22 PM |
| Brooke Day | where do I find my server name? | 7:37:46 PM |
| | mirandagroupBB.myrealdatal.net ? | 7:38:32 PM |
| Sujeet Kumar Suman | Correct. | 7:38:52 PM |
| | Thanks for the confirmation ! | 7:39:00 PM |
| | Kindly allow 2 minutes to check the same. | 7:39:17 PM |
| Brooke Day | ok | 7:39:22 PM |
| | user name is BrookeDay@myrealdatal.net, tho my colleague AlexandraHall@myrealdatal.net is also unable to login | 7:40:06 PM |
| Sujeet Kumar Suman | Could you please confirm if you are the only one facing this issue, or are your colleagues experiencing the same problem as well? | 7:40:28 PM |
| Brooke Day | Both me and AlexandraHall@myrealdatal.net are having issues. Our other colleague is not in yet so I cannot check | 7:41:21 PM |
| Sujeet Kumar Suman | Are you currently at the same location as your colleagues? | 7:41:23 PM |
| Brooke Day | yes. It is not an internet issue as I am currently using said internet to chat with you | 7:41:45 PM |

| | | |
|--------------------|---|------------|
| Sujeet Kumar Suman | No worry, I can help with that. Let me look into it for you. | 7:42:06 PM |
| | May I take the remote access of your local computer? | 7:42:53 PM |
| | <i>7:42:56 PM Brooke Day is sharing a file with you image.png - (Size: 785.09 KB)</i> | 7:42:56 PM |
| | <i>this is what the screen looks like</i> | |
| Brooke Day | yes you may | 7:43:00 PM |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. | 7:43:15 PM |
| Brooke Day | done. I just did a speed test and my internet is "very fast" | 7:43:56 PM |
| Sujeet Kumar Suman | Thanks for the confirmation ! | 7:44:11 PM |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6552545531 | 7:44:14 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 7:45:36 PM |
| Brooke Day | ok | 7:45:43 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 7:56:22 PM |
| | We are still working on resolving your issue from the backend. Kindly stay connected. | 7:56:23 PM |
| Brooke Day | ok | 7:56:50 PM |
| | any update? | 8:06:05 PM |
| Sujeet Kumar Suman | Thank you for your patience. | 8:06:16 PM |
| | As per our investigation, we found that the server was running low on disk space. We have added additional space to the server. Additionally, there are some pending updates for the operating system. We are currently applying these updates from the backend, and the server will reboot shortly as part of the update process. | 8:06:44 PM |
| Brooke Day | ok | 8:06:57 PM |
| | I am unsure how we could be running out of disk space? We have not added anything | 8:07:39 PM |
| Sujeet Kumar Suman | The recent storage addition was made specifically to the C: drive , where critical system files, application installations, user login data, and application updates are typically stored. | 8:08:39 PM |
| Brooke Day | we did not install anything new. | 8:09:34 PM |
| | the last time this happened it ended up being something that was added on the back end. | 8:09:53 PM |
| | as in not by us | 8:09:58 PM |
| Sujeet Kumar Suman | I understand your concern. However, please note that the updates are automatically triggered by the system, and the storage consumed is a result of the files installed during these updates. This is part of the standard operating system maintenance process to ensure optimal performance and security. (Edited) | 8:12:17 PM |

| | | |
|---|--|------------|
| Brooke Day | Well obviously not "ensuring optimal performance" as it's not working. | 8:13:27 PM |
| Sujeet Kumar Suman | <p>As the issue is persisting for two users, we need to check certain backend parameters on their systems. This includes verifying the internet speed, which should be at least 20 Mbps for optimal performance.</p> <p>Additionally, frequent restarts or extended shutdown times can contribute to latency and performance issues.</p> | 8:17:26 PM |
| Brooke Day | They are on the same internet as me | 8:18:05 PM |
| Sujeet Kumar Suman | <p>Rest assured, we are taking the necessary steps to streamline access and resolve the issue effectively. We sincerely appreciate your patience so far. The updates are still in progress, and once completed, we recommend checking again to confirm if the issue is resolved.</p> | 8:19:28 PM |
| Brooke Day | ok | 8:19:42 PM |
| Sujeet Kumar Suman | I will share an email once the updates are successfully completed. | 8:20:36 PM |
| | The server is currently rebooting to apply the changes. Once the process is complete and the server is back online, we will update you via email accordingly. | 8:21:46 PM |
| | Is there anything else I may help you with ? | 8:21:50 PM |
| Brooke Day | Do you know how long I can expect this to take? | 8:22:31 PM |
| Sujeet Kumar Suman | The updates are still in progress. Once completed, we will notify you via email. | 8:24:07 PM |
| Brooke Day | Yes, I saw that. I am unable to work until this is fixed. 15mins? 30? and hour? I would just like an estimate | 8:24:43 PM |
| Sujeet Kumar Suman | Our apologies for the inconvenience, but it will up in 15 mins. | 8:25:11 PM |
| Brooke Day | ok thank you. | 8:25:21 PM |
| Sujeet Kumar Suman | Is there anything else I may help you with ? | 8:25:36 PM |
| Brooke Day | I await your email | 8:26:24 PM |
| Sujeet Kumar Suman | Sure. | 8:26:48 PM |
| | Thanks for the confirmation ! | 8:26:51 PM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. | |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. | |
| | Thanks! | 8:26:57 PM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| <i>Sujeet Kumar Suman has ended this chat session</i> | | 8:27:40 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 5:44:39 PM

#79047 PURAVERDE LLC

Email: peter@buffaloroze.com 6175139730

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 56 Secs

| | | |
|---------------|--|-------------------|
| PURAVERDE LLC | Hello, I am your Acebuddy | 8 Jul, 5:44:39 PM |
| Acebuddy | Hello Peter, I'm your Ace Buddy. I'll be happy to assist you! | 5:44:40 PM |
| | Whom Would You Like to Connect With? | 5:44:40 PM |
| PURAVERDE LLC | Technical Support (QB & App Hosting) | 5:44:45 PM |
| Acebuddy | Welcome to Ace Support. | 5:44:45 PM |
| | Please chose an option : | 5:44:45 PM |
| PURAVERDE LLC | I'd like to report an Issue | 5:44:53 PM |
| Acebuddy | Please select an option! | 5:44:53 PM |
| PURAVERDE LLC | QuickBooks Issue | 5:44:56 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 5:44:56 PM |
| PURAVERDE LLC | QuickBooks Update | 5:45:03 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. | 5:45:03 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. | 5:45:03 PM |
| | Do you need any further assistance on the topic? | 5:45:03 PM |
| PURAVERDE LLC | Yes | 5:45:13 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 5:45:13 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 5:45:13 PM |
| | <i>Shivam Singh accepted the chat transfer request.</i> | 5:45:33 PM |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. | 5:45:55 PM |
| PURAVERDE LLC | Here is my active case number - 723266, My QB is still not updated. Can you please help as I need access this AM. | 5:46:00 PM |
| | Nice to chat with you! | 5:46:10 PM |
| Shivam Singh | Thanks for the information . I will be surely assisting you with this. | 5:46:53 PM |
| PURAVERDE LLC | Anything I have to do on my end? | 5:49:57 PM |
| Shivam Singh | Please allow me a downtime of 30 minutes, and I will prioritize completing the installation within that time. | 5:51:11 PM |
| PURAVERDE LLC | Confirmed. I will wait here for confirmation that I can proceed with Quickbooks. | 5:51:38 PM |
| Shivam Singh | We will Update your QuickBooks 24. | 5:51:41 PM |
| | If you wish, you can end the chat, and I will inform you over the email on the same ticket. | 5:52:52 PM |
| PURAVERDE LLC | Yes that would be perfect and thanks in advance for the help. | 5:53:31 PM |
| | <i>peter has ended this chat session</i> | 5:53:36 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 11:35:45 AM

#79864 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 42 Secs

City: VADODARA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 49 Secs

| | | |
|----------|--|---------------------|
| ankit | Hello, I am your Acebuddy | 29 Jul, 11:35:46 AM |
| Acebuddy | Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you! | 11:35:48 AM |
| | Whom Would You Like to Connect With? | 11:35:48 AM |
| ankit | Technical Support (QB & App Hosting) | 11:35:50 AM |
| Acebuddy | Welcome to Ace Support. | 11:35:50 AM |
| | Please chose an option : | 11:35:50 AM |
| ankit | I'd like to report an Issue | 11:35:56 AM |
| Acebuddy | Please select an option! | 11:35:56 AM |
| ankit | QuickBooks Issue | 11:35:59 AM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:35:59 AM |
| ankit | Other QB related issue | 11:36:05 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:36:05 AM |
| ankit | Slowness | 11:36:15 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:36:16 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:36:16 AM |
| ankit | Hi | 11:36:20 AM |
| | <i>Tushar accepted the chat transfer request.</i> | 11:36:24 AM |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 11:36:33 AM |
| ankit | Hi Tushar | 11:36:50 AM |
| | <i>Slownesa in working with QUICKBOOK from long time</i> | 11:37:28 AM |
| | <i>Whats the matter</i> | 11:37:35 AM |
| Tushar | Hello Ankit, apologies for the slowness. | 11:37:36 AM |
| ankit | We connent n reboot 15 times in last 2 weeka | 11:37:58 AM |
| | <i>Weeks</i> | 11:38:00 AM |

| | | |
|--------|--|-------------|
| | I want the permanent solution and ETA FOR THAT | 11:38:28 AM |
| | OTHERWISE I WILL COMPLAINT ABOUT IT TO HIGHER MANAGEMENT | 11:38:58 AM |
| Tushar | Our escalation team will be available after 2hr, they are actively working on your issue and will update you about the current situation. | 11:39:21 AM |
| ankit | EVERYTIME FROM URSIDE TOLD THAT WE WILL FIX THE ISSUE FROM BACKEND AND FIX IT SHORTLY but Not done yet | 11:39:44 AM |
| | We have to give answer to our clients and Its not good to reboot regularly | 11:40:56 AM |
| Tushar | I understand your frustration regarding the matter I will personally speak with my supervisor regarding this situation. (Edited) | 11:41:12 AM |
| ankit | Please | 11:41:33 AM |
| | I want the permanent solution in Priority basis | 11:41:59 AM |
| Tushar | rest assured we will update you about the situation after 2 hr from our escalation team. | 11:42:11 AM |
| ankit | U can check,. Howmany times our employee contacted you in last 2 weeks, same problem everytime | 11:42:50 AM |
| | So for 2 hour we have to stop work? Not possible | 11:43:33 AM |
| Tushar | I am actively tracking all the chat session and ticket that have been created up till now and will ping them to our escalation team again, rest assured you will have response soon from them. | 11:44:48 AM |
| ankit | Please reboot the server for present situation so that we can work properly | 11:44:58 AM |
| Tushar | For now, we can resolve it temporarily by rebooting the server. | 11:45:13 AM |
| ankit | And give me update later with ur escalation team | 11:45:46 AM |
| | Ok | 11:45:55 AM |
| | Thanks | 11:45:59 AM |
| Tushar | Sure I will update you with our escalation team findings regarding the issue. Also kindly provide us with your contact number if required we will schedule a call as well. | 11:47:09 AM |
| ankit | 9586345145 call me after 4pm(IST) | 11:47:50 AM |
| Tushar | Thank you for the details Ankit, also the server is rebooted. | 11:47:56 AM |
| ankit | Ok thanks | 11:48:08 AM |
| Tushar | Kindly check if it made a difference in performance for the time being. | 11:48:29 AM |
| ankit | But put my issue on priority level | 11:48:29 AM |
| Tushar | sure we will put your issue on priority. | 11:48:55 AM |
| ankit | | 11:49:02 AM |
| Tushar | Is there anything else I may help you with ? | 11:49:14 AM |
| ankit | No thanks | 11:49:20 AM |
| Tushar | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 11:49:27 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this | |

conversation, along with a ticket number and survey feedback form.

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

11:49:32 AM

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

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

Tushar has ended this chat session

11:49:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 7:43:34 PM

#79368 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com 18165478338

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 23 Secs

| | | |
|---------------|---|--------------------|
| Steve Frisbie | Hello, I am your Acebuddy | 14 Jul, 7:43:36 PM |
| Acebuddy | Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you! | 7:43:37 PM |
| | Whom Would You Like to Connect With? | 7:43:37 PM |
| Steve Frisbie | Technical Support (QB & App Hosting) | 7:43:47 PM |
| Acebuddy | | |

| | | |
|-----------------|---|------------|
| | Welcome to Ace Support. | 7:43:47 PM |
| | Please chose an option : | 7:43:47 PM |
| Steve Frisbie | I'd like to raise a Request | 7:43:57 PM |
| Acebuddy | Please select your request type. | 7:43:57 PM |
| Steve Frisbie | Other Request | 7:44:09 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 7:44:09 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 7:44:09 PM |
| Steve Frisbie | Yes, I'm facing issues with my server | 7:44:26 PM |
| Acebuddy | Please select an option! | 7:44:26 PM |
| Steve Frisbie | Other Issue | 7:44:30 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:44:30 PM |
| Steve Frisbie | Your shutting down my system becasue of set time | 7:45:13 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:45:13 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:45:13 PM |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> | 7:45:21 PM |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. | 7:45:30 PM |
| Steve Frisbie | we getting a notice that we only have 60 minuets a session. what's up | 7:45:55 PM |
| Ashutosh Mishra | Hello Steve, I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:46:40 PM |
| Steve Frisbie | IFSUSA | 7:46:50 PM |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. | 7:47:29 PM |
| | I am making some changes from backend that will resolve this issue. | 7:49:26 PM |
| | We have made the required changes, and the issue will not reappear. (Edited) | 7:52:59 PM |
| | Are we still connected here? | 7:54:03 PM |
| | Are we still connected here? | 7:55:17 PM |
| | Are we still connected here? | 7:56:38 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 7:57:56 PM |
| | <i>Ashutosh Mishra has ended this chat session</i> | 7:57:59 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 11:11:09 PM

#79770 LEAH LOPEZ

Email: leah@anthonyelectric.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: SANTA FE SPRINGS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 17 Secs

| | | |
|------------|---|---------------------|
| LEAH LOPEZ | Hello, I am your Acebuddy | 24 Jul, 11:11:10 PM |
| Acebuddy | Hello Leah Lopez, I'm your Ace Buddy. I'll be happy to assist you! | 11:11:11 PM |
| | Whom Would You Like to Connect With? | 11:11:11 PM |
| LEAH LOPEZ | Technical Support (QB & App Hosting) | 11:11:28 PM |
| Acebuddy | Welcome to Ace Support. | 11:11:28 PM |
| | Please chose an option : | 11:11:28 PM |
| LEAH LOPEZ | I'd like to report an Issue | 11:11:38 PM |
| Acebuddy | Please select an option! | 11:11:38 PM |
| LEAH LOPEZ | QuickBooks Issue | 11:11:45 PM |
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:11:45 PM |
| LEAH LOPEZ | Other QB related issue | 11:11:51 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 11:11:51 PM |
| LEAH LOPEZ | the printer keeps on changing even though i have my default printer set up. can you please fix this? it | 11:12:42 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 11:12:43 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:12:43 PM |

| | | |
|----------------------|--|-------------|
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 11:12:51 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 11:12:57 PM |
| | Is this for account: RGA Electric Inc DBA ANTHONY ELECTRIC ? | 11:13:58 PM |
| LEAH LOPEZ | yes | 11:14:09 PM |
| Abhay Kumar Saraswat | Thanks for the confirmation ! | 11:14:15 PM |
| | I will be surely assisting you with this. | 11:14:47 PM |
| | But could you please elaborate your concern regarding printing issue? (Edited) | 11:15:00 PM |
| LEAH LOPEZ | when i print it keeps on going to different printers instead of the default printer that I already have in my printer settings | 11:15:53 PM |
| Abhay Kumar Saraswat | Okay. | 11:16:20 PM |
| | Could you please confirm me your default printer name or model? | 11:16:40 PM |
| LEAH LOPEZ | the brother printer on the list L23200 | 11:17:22 PM |
| Abhay Kumar Saraswat | Okay. And are you trying to print from your local PC or through the server or QuickBooks ? | 11:18:26 PM |
| LEAH LOPEZ | quickbooks | 11:18:37 PM |
| Abhay Kumar Saraswat | Great. | 11:18:49 PM |
| | Could you please confirm the username you are using to log into the server and QuickBooks ? | 11:19:42 PM |
| LEAH LOPEZ | QuickBooks: Leah | 11:20:59 PM |
| | Ace: the username ace assigned me | 11:21:58 PM |
| Abhay Kumar Saraswat | Okay. | 11:22:10 PM |
| | Could you please confirm the different printer names where the prints are being sent? | 11:23:04 PM |
| LEAH LOPEZ | different everytime: OneNote, MSprint to PF, Kyocera, Uniprint, etc. | 11:24:10 PM |
| Abhay Kumar Saraswat | Thank you for the information and allow 2 minutes to check the same. | 11:24:31 PM |
| LEAH LOPEZ | okay | 11:24:42 PM |
| Abhay Kumar Saraswat | Thank you for your patience. | 11:25:24 PM |
| | May I take the remote access of your local computer? | 11:25:29 PM |
| LEAH LOPEZ | okay | 11:25:50 PM |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. | 11:26:03 PM |
| | https://assist.acecloudhosting.com/join/4922394979 | 11:26:15 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 11:26:21 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.

11:28:44 PM

LEAH LOPEZ, Is there anything else I may help you with?

11:49:24 PM

I deeply apologize for the inconvenience caused to you.

11:49:51 PM

Are we still connected here?

11:50:38 PM

Are we still connected here?

11:51:50 PM

Are we still connected here?

11:52:46 PM

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

11:53:24 PM

Abhay Kumar Saraswat has ended this chat session

11:53:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 9:08:06 PM

#79303 Laura Bauml

Email: laura@cloudtechfi.com 16605705720

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: SEDALIA

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Secs

Laura Bauml

Hello, I am your Acebuddy

11 Jul, 9:08:07 PM

Acebuddy

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

9:08:08 PM

Whom Would You Like to Connect With?

9:08:08 PM

| | | |
|-------------|--|------------|
| Laura Bauml | Technical Support (QB & App Hosting) | 9:08:17 PM |
| Acebuddy | Welcome to Ace Support. | 9:08:18 PM |
| | Please chose an option : | 9:08:18 PM |
| Laura Bauml | I'd like to raise a Request | 9:08:29 PM |
| Acebuddy | Please select your request type. | 9:08:29 PM |
| Laura Bauml | Password Reset | 9:08:36 PM |
| Acebuddy | Please select an option below | 9:08:36 PM |
| Laura Bauml | Not Enrolled to Selfcare Portal | 9:08:52 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. | 9:08:52 PM |
| | Do you need any further assistance on the topic? | 9:08:52 PM |
| Laura Bauml | No | 9:09:02 PM |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! | 9:09:02 PM |
| | <i>Acebuddy has ended this chat session</i> | 9:09:02 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 12:17:49 AM

#79856 Kelly

Email: kelly@dixxon.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 26 Secs

City: MESA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 36 Secs

| | | |
|--------------|--|---------------------|
| Kelly | Hello, I am your Acebuddy | 29 Jul, 12:17:50 AM |
| Acebuddy | Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you! | 12:17:51 AM |
| | Whom Would You Like to Connect With? | 12:17:51 AM |
| Kelly | Technical Support (QB & App Hosting) | 12:17:55 AM |
| Acebuddy | Welcome to Ace Support. | 12:17:55 AM |
| | Please chose an option : | 12:17:55 AM |
| Kelly | I'd like to raise a Request | 12:18:01 AM |
| Acebuddy | Please select your request type. | 12:18:01 AM |
| Kelly | Server Resource Addition | 12:18:08 AM |
| Acebuddy | Please select the resource type you'd like to add | 12:18:08 AM |
| Kelly | RAM/Memory | 12:18:14 AM |
| Acebuddy | We understand that you want to increase the memory on your Ace Server. | 12:18:14 AM |
| | Based on your Request, Please share the amount of RAM you would like us to increase on your server by sending an email at support@acecloudhosting.com | 12:18:14 AM |
| | Do note that adding additional memory is usually required only when you experience server performance issues or if you plan to run a lot of memory intensive application/tasks at the same time. | 12:18:14 AM |
| | Hence, It is advised to connect with our support representatives before you decide to add additional memory so we can analyze the current resource utilization and suggest options accordingly. | 12:18:14 AM |
| | Do you need any further assistance on the topic? | 12:18:14 AM |
| Kelly | Yes | 12:18:26 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 12:18:26 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:18:26 AM |
| | <i>Gaurav Kumar declined the transfer request.</i> | 12:18:51 AM |
| | <i>Manish Singh accepted the chat transfer request.</i> | 12:18:56 AM |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. | 12:19:02 AM |
| Kelly | Hello, we are out of space on the server. | 12:19:23 AM |
| Manish Singh | I will surely help you with this issue. | 12:19:30 AM |
| | Kindly allow me two minutes to check the same. | 12:19:33 AM |
| | Yes, C:/ drive almost full I will try to remove the junk files and let you know. | 12:22:02 AM |

| | | |
|---|---|-------------|
| Kelly | Thanks | 12:22:22 AM |
| Manish Singh | It will take some time I will share the details over the email, Kelly. | 12:30:01 AM |
| | Is there anything else I may help you with ? | 12:30:04 AM |
| Kelly | That is it, thanks! | 12:30:20 AM |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. | 12:32:13 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 12:32:21 AM |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! | 12:32:24 AM |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). | |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | |
| <i>Manish Singh has ended this chat session</i> | | 12:32:26 AM |



