

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73344 Karen Kropp
Email: karen.bythebooks@gmail.com 📞 16074374988
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 11 Secs
City: COLORADO SPRINGS
State: Colorado
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Karen Kropp | Hello, I am your Acebuddy |
| Acebuddy | Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Karen Kropp | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Karen Kropp | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Karen Kropp | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Karen Kropp | Can't login to server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |

| | |
|----------------|---|
| Karen Kropp | I can't login to the server. I'm getting the following error message. |
| Shashwat Verma | hello Karen |
| | <i>1:28:32 AMKaren Kropp is sharing a file with you</i> Screenshot 2025-02-28 125717.png - (Size:94.63 KB) |
| | I will surely help you with this issue. |
| | May I take the remote access of your local computer? |
| Karen Kropp | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/8642712389 |
| | Kindly Click on the link and open the downloaded file. |
| Karen Kropp | Can you see my computer |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat. |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74264 Maureen Burgess

Email: bookkeeper@dublinlake.org ☎ 6039242053

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: JAFFREY

State: New Hampshire

Country: UNITED STATES

Chat Transcript

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|-----------------|--|
| Maureen Burgess | Hello, I am your Acebuddy |
| Acebuddy | Hello Maureen Burgess, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Maureen Burgess | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Maureen Burgess | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Maureen Burgess | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| Maureen Burgess | Setback |
| Acebuddy | Please select your request type. |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| | <i>Ended due to chat idle timeout</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73878 g.hostelley
Email: g.hostelley@innercircle.cpa ☎ 216.642.0330 x1113
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: AURORA
State: Ohio

Country: UNITED STATES

Chat Transcript

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|-------------|--|
| g.hostelley | Hello, I am your Acebuddy |
| Acebuddy | Hello G.hostelley, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| g.hostelley | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| g.hostelley | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| g.hostelley | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| g.hostelley | No, That'll be all! |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! |

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74394 Betty Willis
Email: betty@qualitycarshippers.com
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: MURRIETA
State: California
Country: UNITED STATES

Chat Transcript

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|-----------------|---|
| Betty Willis | Hello, I am your Acebuddy |
| Acebuddy | Hello Betty Willis, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Betty Willis | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Betty Willis | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Betty Willis | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Betty Willis | 661822 Case Number |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>1:24:02 AMBetty Willis is sharing a file with you</i> <i>1_image.png - (Size:12.76 KB)</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| | <i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I understand you are getting update prompts for file doctor. |
| Betty Willis | Yes. I received an email telling me that it had been corrected to sign in and this still shows up |
| | Dear Betty, Greetings from Ace Cloud! Ticket ID: 661822 Issue: Quick Books Issue Summary: This is in reference to the iss required changes on the server end. Please check and confirm if QB is working or not. Please feel free to reach us if you n 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We feedback at quality@acecloudhosting.com. Best regards, Sandeep Kumar |
| Ashutosh Mishra | Please cancel the update and see if you can use QuickBooks. |
| Betty Willis | I did... |

| | |
|-----------------|---|
| | It brings up the company and I try to sign in and it gives the same error |
| Ashutosh Mishra | After cancelling updates, QuickBooks is not accessible? |
| Betty Willis | I cancel and it gives me the option to sign into the company. When I try to sign in it gives the same erro |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. |
| | <i>1:31:08 AM</i> Betty Willis is sharing a file with you image.png - (Size:29.37 KB) |
| | May I take the remote access of your server? |
| Betty Willis | sure |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. |
| Betty Willis | All files are close |
| Ashutosh Mishra | I will send a prompt please accept that. |
| | I am sending a prompt on the server please accept that. |
| Betty Willis | are you sending it to my email? |
| Ashutosh Mishra | Please connect to server, i am sending prompt on the server. |
| Betty Willis | I don't see where you sent the prompt |
| Ashutosh Mishra | I can take remote of the local computer, i will send you invite on [betty@qualitycarshippers.com](mailto:betty@qua |
| | I have sent the invite, please click on the join link. |
| | Are we still connected here? |
| Betty Willis | Yes |
| Ashutosh Mishra | We are connected now |
| | Thank you for confirmation on remote session regarding the updates that should be executed again during night hours. A |

Ashutosh Mishra has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74570 Gita Faust

Email: gita@fasttracconsulting.com 📞 na

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: 29 Secs

City: WILMINGTON

State: Delaware

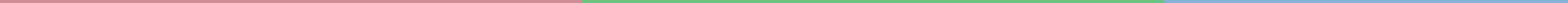
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| Gita Faust | Hello, I am your Acebuddy |
| Acebuddy | Hello Gita, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Gita Faust | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Gita Faust | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Gita Faust | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Gita Faust | QUickBooks is hanging. and not closing. Your team has to install and update QB Enterpries |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| Gita Faust | Hello SHubham |
| Shubham Kataria | Hello Gita |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Gita Faust | cid 73398 |
| | Ana |
| Shubham Kataria | Thank you for the information and allow 2 minutes to check the same. |
| | Could you please confirm your username for the server login and also confirm if you're the only users who is facing QB fre |

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| Gita Faust | Not sure who else is logged on. MYREALDATA\SICB_Ana |
| | SICB.myrealdata.net |
| Shubham Kataria | Okay no problem, let me check the server |
| Gita Faust | QB is frozen |
| Shubham Kataria | Could you please try to access now |
| | <i>8:41:55 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:5.58 KB)</i> <i>Additionally, you can unfreeze QuickBooks using the QB Reset option available on your taskbar.</i> |
| Gita Faust | OMG - totally forgot about that. |
| | Can you update all QB users and install the updates? |
| | Do I have to be on the chat for you? |
| Shubham Kataria | Sure, |
| | No you may close the chat, I will inform you once the update completed |
| | Could you please ask everyone to log off for next 15-20 minute so that we can update the application |
| Gita Faust | Oh and by the way. I disable IIF Transaction Creator Pro from excel and every time i open excel it gives me a messaged. th |
| | I do not know who else is logged on. |
| | Can you check the users please. |
| | BTW - Excel is alos running slow since last week or so. Can you reset the server also? |
| Shubham Kataria | May I take the remote access of your server to check this |
| Gita Faust | yes |
| Shubham Kataria | Sure, will do the same after checking the Excel error |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Gita Faust | Is there a way, if we log into our email and logoutof the server, the email accounts gets logged off too? |
| | Done |
| | We use Gmail |
| Shubham Kataria | You are currently the only one logged in. Once the chat session is complete, I will update the QB application, and after tha |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| | the issue is resolved, kindly give your confirmation on this chat. |
| | Thank you for your patience. |
| | As per our remote conversation, we have reviewed the Excel error and will investigate it further. We will keep you informe |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | |

| | |
|--|--|
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| <i>Shubham Kataria has ended this chat session</i> | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73555 Larry Garcia

Email: larry@standardus.com 📞 6302899500

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: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | |
|---|--|
| | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Larry Garcia | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol |
| | Was that helpful? |
| Larry Garcia | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| Acebuddy (bot) forwarded the chat request | |
| Larry Garcia | I can't get into QB and I got an email from ACE saying my password was changed and I did not change it. |
| | Please tell them to remote in to my computer it is faster and easier. |
| Chat request was not picked up by the operators | |
| | I can't get into QB and I got an email from ACE saying my password was changed and I did not change it. Please tell them WILL WAIT. |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74077 ap
Email: ap@joannabranzellinteriordesign.com ☎ 7756222680
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: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript

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


Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73933

srinivas

Email: srinivas@taxgeeks.com  2252847776

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 42 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| srinivas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| srinivas | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| srinivas | server issue |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| srinivas | taxg1 server name |
| | server usage is 78% |
| | causing issues |
| | whenever server usage is high proseries is working |
| | can youy restart the server |
| | so that you close all the programs on the server |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| srinivas | and it will restart the server |
| | TAXG1 |
| | this is happening for all |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. |
| srinivas | ok |
| | asked everyone to logoff |
| | you can restart |
| | I can log out |
| | but it is showing high usage for some users |
| | want to make sure that it will reset all applications |
| | also I want your second level to keep an eye on the server...this is causing big issue |
| | |
| Ashutosh Mishra | Ok, I will restart the server now. |
| | If issue persists, I can forward this to senior level for assistance. |
| | |

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74422 David Harrington

Email: info@anchortitlefl.com 📞 14073921181

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: 47 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

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

| | |
|------------------|---|
| David Harrington | Setback |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| David Harrington | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| David Harrington | Setback |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| David Harrington | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| David Harrington | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| David Harrington | Ticket ID: 661989 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| David Harrington | Hello |
| Anjainay Singh | Hello David I am going through your ticket to know about existing issue |
| David Harrington | lol |
| | Now it's working. |
| Anjainay Singh | That's great |
| David Harrington | Since I am unable to remove items from the remote desktop |
| | Would you be able to remove the QB version 21 icon from the desktop? |
| Anjainay Singh | Would you like to completely remove the QB 2021 from server ? |
| David Harrington | Yes, the current version is 24 that I am using. |
| | So long as it does not negatively effect version 24. |
| Anjainay Singh | No uninstalling QB 2021 will not have any impact on QB 24 |
| David Harrington | Ok, that works then, |
| Anjainay Singh | We are uninstalling the QB 2021 |
| David Harrington | Thank you |
| Anjainay Singh | Before removing the QB 2021 could you please send us the authorisation email to support@acecloudhosting.com from en |

| | |
|--|--|
| | (mailto:info@anchortitlefl.com) so that we can remove it asap |
| | After removing it we will notify you over an same email |
| David Harrington | Sent, thanks for your help. |
| Anjainay Singh | Please also provide your positive feedback once this chat get ended , you just need to click on smile |
| | 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) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Anjainay Singh has ended this chat session | |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73491 hitesh
Email: hitesh@patel.cpa
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 10 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

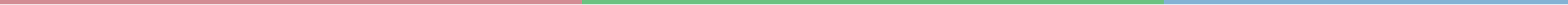
Chat Transcript

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

| | |
|---------------|--|
| | Please chose an option : |
| hitesh | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| hitesh | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| hitesh | Hi Ace Server not working properly again and again disconnecting |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| | Could you please let me know the server name that you are having issues with? |
| hitesh | Hi Ace Server not working properly again and again disconnecting |
| | <i>3:17:58 PMhitesh is sharing a file with you</i> <i>1.jpeg - (Size:532.02 KB)</i> |
| | as per attached screen short for your reference |
| Sharath Kumar | Thank you, allow me 2 minutes to look into the server to check why this is happening |
| hitesh | ok |
| Sharath Kumar | In the meantime, could you let me know since when are you experiencing this issue |
| hitesh | last problem showing 3 months ago |
| Sharath Kumar | understood, just to isolate the issue could you try connecting to the server from a different network such as your hotspot |
| hitesh | yes |
| Sharath Kumar | are you still experiencing the same issue when connecting from your hotspot or has it been better? |
| | Hitesh, are we still connected? |
| hitesh | 5 minits |
| Sharath Kumar | Sure, no problem. |
| hitesh | same problem showing |
| Sharath Kumar | understood, am connected to the server and checking a few settings |
| hitesh | yes please |
| Sharath Kumar | Thank you for your patience. |
| | I was able to check and find that the resource utilization on the server is normal, I also see other users currently using the Kavitha and Parizad, could you please check with them and let me know they are also experiencing the same issue |
| hitesh | ok 5 minuets |

| | |
|---------------|---|
| | hi |
| | parizad says she server slow working |
| Sharath Kumar | noted! could you also confirm if they all can sign out for a2 minutes so that I can reboot the server |
| hitesh | ok 5 miuets |
| Sharath Kumar | sure, thank you |
| hitesh | hi all member is sign out. |
| | please reboot server |
| Sharath Kumar | thank you for the confirmation |
| | rebooting a in a minute (Edited) |
| hitesh | ok |
| Sharath Kumar | I have initiated the reboot |
| hitesh | please inform me after reboot |
| Sharath Kumar | the server is back up and running again |
| hitesh | may i log in? |
| Sharath Kumar | Yes sir, please go ahead |
| hitesh | ok |
| | 5 miuets |
| Sharath Kumar | take your time, do let me know the result |
| hitesh | kavita and parijat say server is same as previous |
| Sharath Kumar | I see, are they on the same network as you? |
| hitesh | yes |
| Sharath Kumar | https://www.speedtest.net/ |
| hitesh | may i share you she is host name |
| Sharath Kumar | I will still be connecting to their remote session (server) but I need to check their internet speed on the local machine |
| | could you share this with them and ask to provide a screenshot of the result. |
| | <i>3:58:09 PMhitesh is sharing a file with you</i> <i>image.png - (Size:100.85 KB)</i> <i>My internet speed</i> |
| hitesh | ok |
| Sharath Kumar | Yours look great! No latency |
| | how about your experience with the server, still slow? |
| | Are we still connected here? |
| | |

| | |
|---------------|---|
| hitesh | 2 minutes |
| | my server is working fine |
| | but other member server is slow work |
| Sharath Kumar | good to hear that it is working fine for you, I will need to check their Spees test results to see if there is any latency at all. |
| | If you could share with me their email address, I can check with them and instruct how they can send in the screenshot vi |
| hitesh | give me 10 minutes |
| Sharath Kumar | may I follow up with you on email instead, would that be okay? |
| | I will be sending an email to you shortly, you can simply reply to it with the result. |
| hitesh | ok done |
| Sharath Kumar | alright, anything else that I may assist you with in the meantime? |
| hitesh | no Thak you |
| Sharath Kumar | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec |
| | 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. |
| | <i>Sharath Kumar has ended this chat session</i> |



Chat Transcript

Hi...I'm not able to get into the self care portal

Visitor Details

#74110 Stephanie Howe

Email: stephaniehowe2019@gmail.com 📞 16098902888

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop
Average Response Time: 45 Secs
City: MORRISVILLE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Stephanie Howe | Hi...I'm not able to get into the self care portal |
| Siddhant | Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. |
| Stephanie Howe | Great! I wasn't able to log in and when I tried to reset the password the email wasn't mine |
| Siddhant | No issues. |
| | I am transferring this chat to the support team and they will be assisting you further. |
| Stephanie Howe | Can I ask a question first? |
| Siddhant | Sure. |
| Stephanie Howe | I'm looking to download a file I have on Ace to my local computer....once I'm back in, will I be able to do that in the self po |
| Siddhant | Stephanie, this question will be answered by my dedicated support team. Don't worry, they will give you a solution. Let m |
| | <i>Siddhant is transferring the chat to Support(QB & App Hosting).</i> |
| Stephanie Howe | Great, thanks so much! |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Stephanie Howe | Hi |
| Manish Singh | I will also share the ticket id with you over the mail once this chat is disconnected. |
| Stephanie Howe | Sounds good |
| Manish Singh | Would you like to transfer data from Ace to your local? |
| Stephanie Howe | Yes |
| Manish Singh | May I know which specific file you would like to transfer? |
| | Are we still connected here? |
| Stephanie Howe | Yes, I was just looking for the file. H > This PC > Documents > Name ds * nts x Date modified Type Size Custom Office Temp 2025 QB 3/14/2025 11:32 AM Adobe Acrobat D... 52 KB 曜 PMG Q4 2024 2/16/2025 3:47 PM Microsoft Excel W... 306 KB 4l PM Microsoft Excel W... 306 KB ta oks 2024 ts |
| | Sorry that didn't copy very well haha. It's the 'Operating Feb 2025 QB' |
| Manish Singh | Alright! |
| | So, how may I assist you? |
| | |

| | |
|----------------|---|
| | In QB 2025 |
| Stephanie Howe | I was trying to sign in to the Ace self portal hoping I could get the file I need there....but I wasn't able to log in |
| Manish Singh | Ace Self-care portal is for password change are you referring to Ace Server? |
| Stephanie Howe | Self care portal |
| Manish Singh | May I take the remote access of your local computer? |
| Stephanie Howe | Sure! |
| Manish Singh | https://assist.acecloudhosting.com/join/3312663754 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat. |
| | Is there anything else I may help you with ? |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| Stephanie Howe | No thank you! Have a great day! |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. |
| | 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 your feedback. You can email me at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Manish Singh has ended this chat session



Chat Transcript

Hi I have Ace Cloud hosting on my laptop and drake tax software and i just got a new desktop computer that i need to have the software installed on to also.

Visitor Details

#73840 Angalee Roberts
Email: spunkyfrog87@gmail.com ☎ 4355572221

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary&utm_content=US%20English%20Support%20Team

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: SMITHFIELD

State: Utah

Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| Angalee Roberts | Hi I have Ace Cloud hosting on my laptop and drake tax software, and i just got a new desktop computer that i need to ha |
| Rahul | Thank you for contacting ACE. My name is Rahul. I will be assisting you further. |
| Angalee Roberts | ok thats great |
| Rahul | May i confirm your business name or Client ID |
| Angalee Roberts | The business name is carefree professional practice services |
| Rahul | let me check |
| Angalee Roberts | sorry resources not services |
| Rahul | no worries |
| | I am transferring you to our support team |
| | have a Great Day ahead! |
| | <i>Rahul is transferring the chat to Support(QB & App Hosting).</i> |
| Angalee Roberts | thanks you too |
| | <i>Tushar Pharswan accepted the chat transfer request.</i> |
| Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. |
| Angalee Roberts | hi thats great, thanks |
| Tushar Pharswan | Hello Angalee. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Angalee Roberts | my user name is ARoberts and is the server name the account or pin? |
| Tushar Pharswan | Server name will have myrealdata at the end also if have the CID number that will help us identify. |
| | Company name would also help. |
| Angalee Roberts | ok the cid number is 72915 |
| | and company name is carefree professional practice resources |

| | |
|-----------------|--|
| Tushar Pharswan | Thank you for the details. |
| | May I know if you want to access an existing user profile on your new desktop if so kindly let me know the username. |
| Angalee Roberts | yes that would be great if it could be the same one as my laptop. its Angalee Roberts and i think the user name is ARober |
| Tushar Pharswan | I can see one username with Angelee Roberts user name :Angelee.R@myrealddata.net |
| | Is this the one? |
| Angalee Roberts | yes thats the one |
| Tushar Pharswan | Kindly allow me two minutes set up the RDP file so that you can connect with your desktop. |
| Angalee Roberts | no problem at all |
| Tushar Pharswan | The chat window is not letting me send the file here. |
| | What we can do is I can email you the RDP file through which you can login on your desktop kindly let me know the email |
| Angalee Roberts | ok its Angalee.Roberts.cpa@outlook.com |
| Tushar Pharswan | Thank you for providing the email address I will email you as soon as this chat ends as a ticket will be generated instantly ? |
| Angalee Roberts | yes thats correct |
| Tushar Pharswan | Okay. |
| | Is there anything else I may help you with ? |
| Angalee Roberts | so that will allow me to install the desktop icon for ace cloud and then ill have access to the drake software i do now? |
| Tushar Pharswan | Yes, you will have to just simply download the icon file and open it after which you will have to enter your password which |
| Angalee Roberts | that perfect, thank you! |
| Tushar Pharswan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Angalee Roberts | thanks you too |
| Tushar Pharswan | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Tushar Pharswan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73771 Colby Eklund
Email: colby eklund@gmail.com 📞 14145308838
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: SARAJEVO
State: Federacija Bosna I Hercegovina
Country: BOSNIA AND HERZEGOVINA

Chat Transcript

| | |
|---------------|--|
| Colby Eklund | Hello, I am your Acebuddy |
| Acebuddy | Hello Colby, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Colby Eklund | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Colby Eklund | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Colby Eklund | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Colby Eklund | I tried to log into change my passport and your site wouldn't let me log in, it said my account is locked. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Yadav accepted the chat transfer request.</i> |
| Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. |
| | |

| | |
|---------------|---|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Colby Eklund | Can you tell me where I can find that information? |
| Shubham Yadav | Please let me know your business name ? |
| Colby Eklund | Red Sky Partners |
| Shubham Yadav | Thank you for the information and allow 2 minutes to check the same. |
| | Colby kindly check now |
| | If you are able to login ? |
| Colby Eklund | OK let me try now |
| Shubham Yadav | Sure |
| Colby Eklund | No it still says your account has been disabled. Please see your system administrator. |
| Shubham Yadav | Let me check. |
| | Kindly check now |
| Colby Eklund | Now it says Your account has been restricted. Please contact the administrator. |
| Shubham Yadav | Please try to login again |
| Colby Eklund | Same. It still says Your account has been restricted. Please contact the administrator. |
| | I'm going to the part of the site that says self service portal, is that the right place to change your password? |
| Shubham Yadav | Yes Colby |
| | You can reset password using selfcare portal |
| Colby Eklund | Great, I just wanted to make sure I was logging into the right place |
| Shubham Yadav | Sure Colby |
| | Please try |
| Colby Eklund | Still the same Your account has been restricted. Please contact the administrator. |
| Shubham Yadav | Please try to login into the server once |
| Colby Eklund | Ahh, that worked! I thought I needed to change my password but that wasn't the problem. |
| | Thank you for your help. |
| Shubham Yadav | That's great |
| | Is there anything else I may help you with ? |
| Colby Eklund | That's it, thanks again. |
| Shubham Yadav | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along |
| | 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 ap |

quality@acecloudhosting.com. Thanks!

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

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74621 JOAN

Email: joan@enscompany.com ☎ 631-734-5330

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: 44 Secs

City: OAKBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|---|
| Acebuddy | Please select your request type. |
| JOAN | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will c |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| JOAN | Restart |
| Acebuddy | Hello Joan, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| JOAN | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| JOAN | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| JOAN | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| JOAN | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| JOAN | I can't find a QB file |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohit Kumar accepted the chat transfer request.</i> |
| Rohit Kumar | Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today. |
| JOAN | Thank you |
| | <i>Rohit Kumar is transferring the chat to Shubham Kataria.</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| JOAN | Thank you |
| | Eierman I Joan |
| Shubham Kataria | Thank you for the information |
| | Could you please provide the location and name of the company file |
| JOAN | myrealdata\EiermanIJoan |
| | ESAsscocinc.myrealdata.net |

| | |
|-----------------|---|
| Shubham Kataria | May I take the remote access of your server screen |
| JOAN | yes |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am puti Once the issue is resolved, kindly give your confirmation on this chat. |
| | Thank you for your patience. |
| | As per our remote conversation I've restored the company file in D drive. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74356 Nathan Urry

Email: techs@cr-t.com 📞 13853251678

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: DRAPER

State: Utah

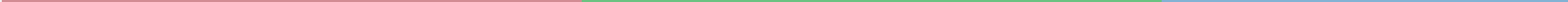
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| | |
| Nathan Urry | Hello, I am your Acebuddy |
| Acebuddy | Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Nathan Urry | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Pradeep Kumar accepted the chat transfer request.</i> |
| Pradeep Kumar | Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today? |
| Nathan Urry | Case 661275 |
| | I scheduled a call for today at 930 AM MST at the end of that chat |
| | Please provide the meeting invite for that call |
| Pradeep Kumar | Alright, Let me transfer the chat to the concerned Team. |
| Nathan Urry | thank you |
| | <i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Nathan Urry | thank you |
| Sharath Kumar | Hello Nathan, One moment while I look into this for you |
| Nathan Urry | thank you |
| Sharath Kumar | Thank you for your patience. |
| | I am checking with the appropriate team member regarding this meeting, please allow me a couple more minutes |
| Nathan Urry | thank you |
| Sharath Kumar | Thanks again for your patience, unfortunately, my colleague is currently in a different meeting. Could you allow me half ; |
| Nathan Urry | We confirmed the meeting last night per that chat |
| | Please send the meeting invite |
| Sharath Kumar | That is correct, we also have an another colleague who would be joining in to check your concern |
| | I will have him send the meeting invite on the same ticket |
| Nathan Urry | I really need this done as soon as possible |
| Sharath Kumar | or I will schedule the meeting and send it to you shortly |
| | I just need some time to check and confirm who all will be joining it |
| | The meeting will be scheduled for today 9:30 AM mountain time |
| | |

| | |
|---------------|--|
| Nathan Urry | please send the meeting invite and then confirm |
| | thank you |
| | ok thank you |
| Sharath Kumar | yes, it will hardly take 15-20 minutes for me to do that |
| | anything else that I may assist you with in the meantime? |
| Nathan Urry | no thank you |
| Sharath Kumar | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> |

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73502 EMILY JACOBS
Email: emily@850-cpa.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NICEVILLE
State: Florida
Country: UNITED STATES

Chat Transcript

| | |
|--------------|---|
| EMILY JACOBS | Hello, I am your Acebuddy |
| Acebuddy | Hello Emily Jacobs, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| EMILY JACOBS | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| EMILY JACOBS | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| EMILY JACOBS | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will c |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |

EMILY JACOBS has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73939 Ismith.gandf

Email: Ismith.gandf@gmail.com 📞 209-599-8911

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 2 Secs

City: MANTECA

State: California

Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| | |
| lsmith.gandf | Hello, I am your Acebuddy |
| Acebuddy | Hello Lisa Smith, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| lsmith.gandf | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| lsmith.gandf | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| lsmith.gandf | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| lsmith.gandf | I cannot print from Ace Hosting when using my laptop |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Lisa |
| lsmith.gandf | Hello |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| lsmith.gandf | gandfag lisasmith |
| Anurag Sharma | Thanks for the confirmation ! |
| | May I take the remote access of your local computer? |
| lsmith.gandf | yes |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/1652033951 |
| | Kindly paste this link in the browser of local computer and join the session. |
| lsmith.gandf | ok |
| Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am puti Once the issue is resolved, kindly give your confirmation on this chat. |
| lsmith.gandf | ok |
| Anurag Sharma | Please stay connected. I am still working on your issue. |
| | |

| | |
|--|---|
| | The issue seems to be resolved. |
| | Is there anything else I may help you with ? |
| lsmith.gandf | No, that's it |
| Anurag Sharma | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 app quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| <i>Anurag Sharma has ended this chat session</i> | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73520 Jennifer

Email: jennifer@galleriaofstone.net ☎ 13035152904

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: 23 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

| | | |
|--|----------------|---|
| | Jennifer | Hello, I am your Acebuddy |
| | Acebuddy | Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you! |
| | | Whom Would You Like to Connect With? |
| | Jennifer | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Jennifer | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Jennifer | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| | Jennifer | Can not connect rto server |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shashwat Verma accepted the chat transfer request.</i> |
| | Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | | Hello Jennifer |
| | | <i>Shashwat Verma is transferring the chat to Ashutosh.</i> |
| | | <i>Ashutosh accepted the chat transfer request.</i> |
| | Ashutosh | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today. |
| | Jennifer | Thank you |
| | Ashutosh | /Please confirm if you are unable to connect to server. |
| | Jennifer | Im needing to access my remote desktop |
| | Ashutosh | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | Jennifer | user name Jennifer.D |
| | | Galleria.myrealddata.net |
| | Ashutosh | Kindly allow me two minutes to check the same. |
| | Jennifer | I figured it out |
| | | thank u |
| | Ashutosh | I understand the issue is resolved. |
| | | Is there anything else I may help you with ? |
| | | Are we still connected here? |
| | | |

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

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74166 Adam Schipani

Email: info@mjschipanielectric.com 📞 19084470805

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: LEBANON

State: New Jersey

Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Adam Schipani | Hello, I am your Acebuddy |
| Acebuddy | Hello Adam Schipani, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Adam Schipani | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Adam Schipani | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Adam Schipani | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Adam Schipani | |

| | |
|---------------|--|
| | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol |
| | Was that helpful? |
| Adam Schipani | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Adam Schipani | hello my name is adam Schipani. when i log into my server the screen is completely blank except for a recycle bin |
| | Username: AdamS.q1 |
| | <i>Ankit Kumar has not responded for the transfer request.</i> |
| | <i>Chat request was not picked up by the operators</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73905 ravi mansukhani

Email: ravi@paypluspr.com

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 22 Secs

City: PUNE

State: Maharashtra

Country: INDIA

| | |
|-----------------|---|
| Chat Transcript | |
| ravi mansukhani | Hello, I am your Acebuddy |
| Acebuddy | Hello Ravi Mansukhani, I'm your Ace Buddy. I'll be happy to assist you! |

| | |
|-----------------|---|
| | Whom Would You Like to Connect With? |
| ravi mansukhani | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ravi mansukhani | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ravi mansukhani | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| ravi mansukhani | Cant connect to Ace cloud after my network settings of computer has been reset. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | <i>Sharath Kumar is transferring the chat to Ashutosh Mishra.</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| ravi mansukhani | HI Ashutosh, my network setttings has been reset but even before that i could not connect to ace cloud at all |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| ravi mansukhani | myrealdata.net and ravi mansukhani username |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. |
| ravi mansukhani | ok, thx |
| Ashutosh Mishra | May I take the remote access of your local computer? |
| ravi mansukhani | yes |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. |
| ravi mansukhani | ok. you can access it now. |
| Ashutosh Mishra | Please share your email address and I will send an invite over the email to join the remote session. |
| ravi mansukhani | can i give you my personal email as my work email is not opening |
| Ashutosh Mishra | Sure, that should work as well. |
| ravi mansukhani | plz give me 2 mins |
| Ashutosh Mishra | Sure, please take your time |
| | Are we still connected here? |
| ravi mansukhani | yes |
| | sorry 2xmins |

| | |
|-----------------|---|
| Ashutosh Mishra | Sure, please take your time |
| ravi mansukhani | ravs83@hotmail.com |
| Ashutosh Mishra | I have sent the invite over the email for remote session. |
| ravi mansukhani | i am sorry but hotmail is not opening on my computer, neither any microsoft apps |
| | but i still have not received your email as i am connected on my phone. |
| | i received your email on my phone but microsoft i snot opening on my computer. |
| Ashutosh Mishra | It is required to join the remote session over your computer to troubleshoot the login related concern. |
| ravi mansukhani | let me see if i can give you another email address. |
| Ashutosh Mishra | Sure, please take your time |
| | If you are getting any error message, please share the screenshot so we can identify the issue. |
| ravi mansukhani | Error as in while connecting to microsoft? |
| Ashutosh Mishra | Error while connecting to the server. |
| | Are we still connected here? |
| | <i>11:10:13 PM</i> <i>ravi mansukhani is sharing a file with you</i> <i>error.png</i> - (<i>Size:496.68 KB</i>) |
| | Please try connecting to a different network. |
| ravi mansukhani | i dont have another network, it is only this which i have been provided with. |
| | can i give you another email address? |
| Ashutosh Mishra | Sure, please share any other email address. |
| ravi mansukhani | ravi.mansukhani1983@gmail.com |
| Ashutosh Mishra | I have sent the invite over the email. |
| ravi mansukhani | did you get it? |
| Ashutosh Mishra | I am not connected yet, allow me a minute to check. |
| | Please click on join in the email you have received again. |
| | Are we still connected here? |
| ravi mansukhani | yes |
| | did you get rhough? |
| | through? |
| Ashutosh Mishra | I am not connected to your computer yet. |
| | Please go to this web address * [assist.acecloudhosting.com/join](https://assist.acecloudhosting.com/viewer-assist?viewe orgid=60000688324&isCanvasSupported=true&key=7982519186&customer=ravi.mansukhani1983%40gmail.com&isKc |
| | Enter this Session ID: 798-251-9186 |
| | |

| | |
|-----------------|--|
| | I am connected now. |
| ravi mansukhani | ok |
| Ashutosh Mishra | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |
| | <i>Ended due to chat idle timeout</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73985 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com 📞 12142436574

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: 19 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

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

| | |
|--------------------------|---|
| Acebuddy | Please select an option! |
| Bright Tax Solutions LLC | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Bright Tax Solutions LLC | Cathleen.Manning portal needs a Lacerte 2024 update installed now. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Cathleen |
| | I will surely help you with this issue. |
| Bright Tax Solutions LLC | ok |
| Shashwat Verma | Proceeding with Lacerte 24 update. |
| | <i>10:30:32 PMBright Tax Solutions LLC is sharing a file with you</i> <i>image.png - (Size:84.14 KB)</i> |
| | We'll push the update from our end |
| Bright Tax Solutions LLC | Thanks. |
| Shashwat Verma | Kindly ask other user to logoff. (Edited) |
| Bright Tax Solutions LLC | who is the other user |
| Shashwat Verma | TandyErvin, we 'll prompt them to logoff |
| Bright Tax Solutions LLC | ok |
| | I sent a text message to her |
| | She hasn't answered |
| | Can you push her out? |
| Shashwat Verma | We have pushed the update, it will take around 10 mins to complete, we'll update you on email. |
| Bright Tax Solutions LLC | thx |
| Shashwat Verma | Yes we have done that |
| | We'll update you on email once completed. |
| Bright Tax Solutions LLC | Thx |
| Shashwat Verma | Is there anything else I may help you with ? |
| Bright Tax Solutions LLC | no |

| | |
|----------------|---|
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. 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 your feedback. You can email me at quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Transcript

I'm getting an error that says my computer does not belong to the network

Visitor Details

#74428 jennifer

Email: jennifer@absoluterv.com 📞 14807681618

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Chatbot

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

| | |
|-----------------|---|
| Chat Transcript | |
| jennifer | I'm getting an error that says my computer does not belong to the network |
| Vatsal | Thank you for contacting ACE. My name is Vatsal. I will be assisting you further. |
| | |

| | |
|---------------|---|
| | Hey Jennifer, I am forwarding this chat to the support team. They'll be assisting you with this. Thanks and have a good day. |
| | <i>8:30:21 PM</i> jennifer is sharing a file with you 1_image.png - (Size:12.29 KB) |
| | <i>Vatsal is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| | Hello Jennifer, allow me one moment to check if the server is reachable to us |
| | Thank you for your patience. |
| | I can confirm that the server is accessible |
| | could you delete your stored credentials on the RDP file and try signing in again |
| jennifer | I don't know how to do that |
| | It's fixed now |
| Sharath Kumar | oh! glad to hear that |
| | Is this something that happens often |
| jennifer | Not sure what happened. It gave me the error three times |
| Sharath Kumar | understood, it must be a network fluke |
| | may have taken some time to connect to the server |
| | if possible, could you logout of the server and then sign in again to make sure that is connecting as it should |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74769 Gerald Graves

Email: ggraves@blessmaninternational.org 📞 15153435920

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: WAUKEE

State: Iowa

Country: UNITED STATES

| Chat Transcript | |
|-----------------|---|
| Gerald Graves | Hello, I am your Acebuddy |
| Acebuddy | Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Gerald Graves | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Gerald Graves | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Gerald Graves | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Gerald Graves | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with reso |
| | Was that helpful? |
| Gerald Graves | Setback |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Gerald Graves | Restart |
| Acebuddy | Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Gerald Graves | Technical Support (QB & App Hosting) |
| Acebuddy | |

| | |
|---------------|--|
| | Welcome to Ace Support. |
| | Please chose an option : |
| Gerald Graves | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Gerald Graves | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Gerald Graves | Switched from shared hosting to dedicated hosting. I figured out the new RDP clients and log in OK now. Desktop not qui company file. Unable to open the likely QB company file with any of our current password |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Gerald |
| Gerald Graves | Also we may have been using our own QB license. |
| Anurag Sharma | Thanks for the confirmation. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Gerald Graves | bethany.k@myrealdata.net |
| Anurag Sharma | May I take the remote access of your local computer? (Edited) |
| Gerald Graves | yes |
| | I believe traqnactions were recorded yesterday. Can you tell if the fike was updated without opening it? |
| Anurag Sharma | I will surely assist you with all your queries. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/3812320526 |
| | Kindly paste this link in the browser of local computer and join the session. |
| Gerald Graves | done and out of rdp. |
| Anurag Sharma | Please let me once you are connected on the remote session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am put Once the issue is resolved, kindly give your confirmation on this chat. |
| | Please stay connected |
| | The issue seems to be resolved. |
| | Is there anything else I may help you with ? |
| Gerald Graves | no.. thank you |
| Anurag Sharma | |

| | |
|--|---|
| | Thank you so much Gerald for such a wonderful chat session. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along |
| | 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 ap quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74887 Jacob LaCour

Email: jacob@expertbookkeeping.net 📞 13372703513

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

| | |
|-----------------|--|
| Chat Transcript | |
| Jacob LaCour | Hello, I am your Acebuddy |
| Acebuddy | Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you! |
| | |

| | |
|---------------|--|
| | Whom Would You Like to Connect With? |
| Jacob LaCour | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jacob LaCour | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jacob LaCour | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Jacob LaCour | Can not connect to server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Jacob LaCour | Good morning my server did a reboot at 4:00 am it is now 4:21 and I still can not login is the server still booting or do i ha |
| Sharath Kumar | Hello Jacob, let me check the server for you |
| | Thank you for your patience. |
| Jacob LaCour | No problem! |
| Sharath Kumar | I can reach the server and it has been up for 16 minutes |
| | could you provide me with a screenshot of the error that you receive |
| | <i>2:54:24 PMJacob LaCour is sharing a file with you</i> <i>1_image.png - (Size:19.96 KB)</i> |
| Jacob LaCour | is this what you need? |
| Sharath Kumar | Yes, thank you! |
| | may I connect to your computer and check for a few RDP settings to see why it won't let you connect |
| Jacob LaCour | Oh it looks like on the auto try it may be connecting this time |
| Sharath Kumar | that is strange! |
| Jacob LaCour | very much so I never had the issue before |
| Sharath Kumar | does that happen often where you have to try multiple times to get connected to the server |
| Jacob LaCour | no actually first time ever. while i have you on the line we have been trying to get my auto backup to work and it did not |
| | <i>2:57:15 PMJacob LaCour is sharing a file with you</i> <i>image.png - (Size:17.88 KB)</i> |
| | I am not computer man but I think the probelm may be that I have to be connected to the server for the backup to work. line at that time. is there any way to connect to the server auto at 2:50 before the 3am backup? |

| | |
|---------------|--|
| Sharath Kumar | there is a way and that is to create an autologon user on the server and configure the backup on this "autologon" user a |
| Jacob LaCour | Ok that may be something we need to do. I will reach back out I have a zoom meeting about to start for thsi morning. |
| | Thank you so much for your time I do appriciate you guys always willing to help |
| Sharath Kumar | you're welcome, Jacob. I'll inform the appropriate team member who is working on your ticket regarding the backup and |
| | Is there anything else I may help you with ? |
| | 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 |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74860 SHARIDA YASSIN
Email: hello@teamupgrp.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 3 Mins 9 Secs
City: NEW ROCHELLE
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| SHARIDA YASSIN | Hello, I am your Acebuddy |
| Acebuddy | Hello Sharida Yassin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |

| | |
|----------------|--|
| SHARIDA YASSIN | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| SHARIDA YASSIN | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| SHARIDA YASSIN | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| SHARIDA YASSIN | I received information for a remote cloud setup and I am unable to access the portal. Please help me with my download |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| SHARIDA YASSIN | thank you |
| Shashwat Verma | hello Sharida |
| SHARIDA YASSIN | hi verma |
| Shashwat Verma | I will surely help you with this issue. |
| SHARIDA YASSIN | thank you |
| | Here is my server details User Name : VA_Sharida Server Name :- Victor.myrealdata.net |
| | When I log in, it tells me that my log in is incorrect. then I noticed after a while it says my password is expired but I am s |
| | I need help setting up the server |
| Shashwat Verma | Sure |
| | May I take the remote access of your local computer? |
| SHARIDA YASSIN | yes |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| SHARIDA YASSIN | ok done |
| Shashwat Verma | https://assist.acecloudhosting.com/join/6412309896 |
| | Kindly Click on the link and open the downloaded file. |
| SHARIDA YASSIN | ok I did |
| | let me know if you can see |
| Shashwat Verma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am put Once the issue is resolved, kindly give your confirmation on this chat. |
| SHARIDA YASSIN | ok thanks |
| | |

| | |
|----------------|---|
| Shashwat Verma | issue resolved on remote session by configuring the remote app. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along |
| | 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 ap quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74686 leontina.tda

Email: leontina.tda@gmail.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: CHULA VISTA

State: California

Country: UNITED STATES

| | |
|-----------------|--|
| Chat Transcript | |
| leontina.tda | Hello, I am your Acebuddy |
| Acebuddy | Hello Leontina.tda, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |

| | |
|---------------|---|
| leontina.tda | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| leontina.tda | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| leontina.tda | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| leontina.tda | QuickBooks Update |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates al and when issued by Intuit, It might get delayed due to unforeseen circumstances. |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloud implement the patches if need be and share a confirmation via email. |
| | Do you need any further assistance on the topic? |
| leontina.tda | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. |
| | Hello Leontina |
| leontina.tda | Hi |
| | <i>5:12:53 AMleontina.tda is sharing a file with you</i> <i>Screenshot 2025-03-25 163851.png - (Size:31.69 KB)</i> |
| | <i>I try to send report in excel format so the Quick Book don't allow me</i> |
| | <i>5:12:53 AMleontina.tda is sharing a file with you</i> <i>Screenshot 2025-03-25 163851.png - (Size:31.69 KB)</i> |
| | hello |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | Let me transfer you to a specialist who can better address your concern. |
| leontina.tda | My Client ID – CID74071 |
| | <i>Anurag Sharma is transferring the chat to Shivam Singh.</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Allow me 2 minutes to check the same. |
| | |

| | |
|--------------|--|
| | May I take the remote access of your local computer? |
| leontina.tda | Okay let me closed the other program |
| Shivam Singh | Prior providing the access, I would suggest you to close any important documents at your end. |
| leontina.tda | okay I am ready |
| Shivam Singh | Kindly paste this link in the browser of local computer and join the session. |
| | https://assist.acecloudhosting.com/join/7682238291 |
| leontina.tda | Are you access |
| Shivam Singh | We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat o disconnect. Once we've resolved everything, just let me know here in the chat. |
| | Hi there |
| | Could you please provide more details about the issue you're experiencing? Any additional information you can share wi you more effectively. |
| | <i>5:34:34 AMleontina.tda is sharing a file with you</i> <i>Screenshot 2025-03-25 163851.png - (Size:31.69 KB)</i> <i>Yes I want to send the report in Excel by email but When I try the sistem show me this Warning</i> |
| leontina.tda | You understand |
| Shivam Singh | yes I do. |
| | Just allow me some time to check my resources on my end. |
| leontina.tda | Okay I will wait |
| Shivam Singh | Thanks |
| | Okay let me try change the setting |
| | I will let you know once the fix is complete. |
| | Are we still connected here? |
| leontina.tda | okay |
| | I still wait |
| Shivam Singh | Thanks for understanding, I will let you know once done. |
| | I have made some changes in the backend |
| | Could you please check |
| leontina.tda | okay |
| Shivam Singh | Sure, I will wait. |
| leontina.tda | I did the test but it tells me that it is loading normally and it doesn't take that long. |
| Shivam Singh | were you to perform the export. |
| leontina.tda | Y try the boton for send email with excel |
| | |

| | |
|--------------|---|
| | In Quicbooks |
| | Quickbook |
| Shivam Singh | Let me try signing you off and then you can sign yourself back to get the patches installed. |
| | Yes, I do understand. |
| leontina.tda | Okay |
| Shivam Singh | Thanks for your confrimation |
| | I will let you when to sign in. |
| leontina.tda | okay thank you |
| Shivam Singh | Log in in 1 minutes |
| | try now |
| leontina.tda | okay |
| Shivam Singh | sure |
| | Have you checked ? |
| | Are we still connected here? |
| leontina.tda | I checked is fine. Thank you for you help |
| Shivam Singh | thanks for the confirmation |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here ? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240 |

Shivam Singh has ended this chat session

Chat Transcript

hi when i log into my ace account it only brings up a black

Visitor Details

#74387 Angalee Roberts

Email: spunkyfrog87@gmail.com 📞 4355572221

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary&

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: HERRIMAN

State: Utah

Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|---|
| Angalee Roberts | hi when i log into my ace account it only brings up a black screen |
| Amit Raina | Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further. |
| Angalee Roberts | great thanks |
| | <i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i> |
| Amit Raina | Let me transfer your chat to the technical team. |
| Angalee Roberts | ok |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| | <i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| Angalee Roberts | ok thanks |
| Shivam Singh | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | Are we still connected here? |
| Angalee Roberts | sorry ill have to get back with you later |
| Shivam Singh | okay |
| | You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Angalee Roberts | i actually have a cid number wiill that work |
| Shivam Singh | sure |
| | that will work |
| Angalee Roberts | ok its CID72915 and the user is ARoberts |
| | |

| | |
|-----------------|--|
| Shivam Singh | Thank you for the information and allow 2 minutes to check the same. |
| Angalee Roberts | ok |
| Shivam Singh | Could you please provide more details about the issue you're experiencing? Any additional information you can share wi you more effectively. |
| Angalee Roberts | no problem. when i logged in by clicking the ace shortcut on my desktop computer it just goes to black screens on both bar i can go to crome in |
| Shivam Singh | I understand that allow me to check on my end for the same. |
| | Allow me 2 minutes. |
| Angalee Roberts | no problem, i shut down my computer and restarted it and it before the chat and it didnt fix it. One of my coworkers is h |
| Shivam Singh | Could you please check if any other coworker of yours facing such issue. |
| Angalee Roberts | nope as far as i know its just mine and jessica wards |
| | actually one more just said his just went out now too |
| Shivam Singh | it seems Jessica is with one of our agents and she stated the same issue. |
| | wait let me make changes again. |
| | Could you please try again and let me know |
| Angalee Roberts | ok and the other user is wchild, but he said his just started working again now |
| | yes ill try now |
| Shivam Singh | could you please check for yourself is it working for you ? |
| | have you checked ? |
| | I'm waiting for your response. |
| Angalee Roberts | its letting me log in now, and i can get into drake, but the taxdome i access through crome isnt loading im not sure if tha |
| Shivam Singh | that's great part of your problem has resolved |
| | let me see for the Taxdome application |
| | As I have checked for the TaxDome application and its services are up and running. |
| | could you please close and reopen it again. |
| Angalee Roberts | ok its working now too, i think everyone is good now, thank you for your help |
| Shivam Singh | that's great |
| | Is there anything else I may help you with ? |
| Angalee Roberts | nope i think thats everything |
| Shivam Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end c |

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74092 erin
Email: erin@advocate-accounting.com ☎ 12062164629
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: OLYMPIA
State: Washington
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| erin | Hello, I am your Acebuddy |
| Acebuddy | Hello Erin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| erin | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Suneetha Barre accepted the chat transfer request.</i> |
| Suneetha Barre | Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting y may i help you? |
| erin | I just received a warning that my server would reboot for scheduled maintenance an (some acronym I don't remember and didn't recognize) to request a change to maint how long will my system be down? I'd like to reschedule so I can keep working if possi Im on a roll and dont want to get shut down |
| | |

| | | |
|--|----------------|---|
| | Suneetha Barre | Hi Erin |
| | erin | I work nights |
| | Suneetha Barre | I will surely assist you on this Kindly confirm your business name |
| | erin | advocate accounting |
| | | why is this happening so frequently? This is the 3rd or 4th time lbe been alerted that out of my system while working |
| | | in the last 2 weeks ish |
| | | it just said I have two minutes |
| | | I really need to be working if I can be |
| | Suneetha Barre | Let me transfer the chat to concern team |
| | | <i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i> |
| | erin | oh shoot |
| | | I'll wait for that, but some feedback, I need a warning way earlier, obviously this warn enough time to prevent interruption to my work |
| | | <i>Sharath Kumar accepted the chat transfer request.</i> |
| | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass |
| | erin | oh hi Sharath, we've worked together a lot |
| | | I'm trying to not get kicked out of my system while working, which it's too late now, I enough warning |
| | | Why is this happening so frequently? This is the 3rd or 4th time I have been kicked o maintenance |
| | | how long am I unable to work for |
| | Sharath Kumar | Hello Erin, my apologies for the inconvenience. |
| | | I am sure that someone from support is working on making changes to server, we ty maintenance during afterhours as users are no logged in at the moment |
| | | by any chance, did you request for any changes to be made to the server recently? |
| | erin | No. I work nights. So this is constantly disrupting me and I'm only given like 5 minute |
| | | I should be notified the day before or at least many many hours before. |
| | | As you know from our many prior tech interactions with you, I am CONSTANTLY unab ACE hosting issues this year |
| | Sharath Kumar | Understood! |
| | erin | How long am I stuck hear losing time and twiddling my thumbs? |
| | Sharath Kumar | Am not sure whose working on the server at this moment, but I will check and definit |
| | | as soon as I do, I will let them know about your concern |

| | | |
|--|---------------|--|
| | erin | thank you. I really cant afford this time |
| | | especially after already losing three weeks of time for prior issues and am so behind |
| | | I am so disappointed in ACE this year |
| | Sharath Kumar | totally understandable, just allow me some time, I will check with the appropriate team and will let you know shortly |
| | erin | can you be more specific than "some time" and "shortly" |
| | | that isn't helpful |
| | Sharath Kumar | hardly 20 minutes! |
| | erin | okay. thank you. that helps me figure out how to adjust my work. |
| | Sharath Kumar | Erin, I just checked the server and found that the server is set to reboot every night at 2am |
| | erin | okay, well that explains why this keeps happening to me |
| | Sharath Kumar | so that is why it prompted you to sign out |
| | erin | that is very helpful at least I can plan for it now |
| | | so every night at 2am I can't work for what 20 minutes? 30 minutes? I need to account for this time i just lost finding this out |
| | | can I request a different time of day for it to happen? |
| | Sharath Kumar | It will take 20 minutes |
| | erin | ok. |
| | Sharath Kumar | absolutely, what time do you prefer for the restart |
| | erin | Im thinking for one second on what would work best for me. |
| | | How about 8am PST? |
| | | and this is just my user right? |
| | | my employees will have the 2am? |
| | Sharath Kumar | I can set the server to restart at that time |
| | erin | for their logins? |
| | | thank you! |
| | Sharath Kumar | Actually, the server will restart for all users at the same time |
| | erin | oh, well then I can't do 8am. |
| | Sharath Kumar | so if others are logged in at 8, they will be kicked out |
| | erin | yikes, this is tough. we all work different hours. |
| | | If I said 6am PST, would that mean it would get rebooted again in a few hours or would it be 3/15? |
| | Sharath Kumar | we will do the settings after 6 AM, that way the server will restart at 6 AM from tomorrow |

| | | |
|--|---------------|---|
| | erin | okay. that works for me. So, to confirm, I can get back into my server in 10 minutes c scheduled reboot will be 3/15 at 6am PST, it should last 20 minutes, and from then o every morning at 6am PST. Today, 3/14, once I'm back in I should not be kicked out a reason) at 6AM (3.5 hours from now). Is that all correct? |
| | Sharath Kumar | Yes, that is correct |
| | erin | okay. thank you very much for the speedy support. |
| | Sharath Kumar | always a pleasure! |
| | | Is there anything else I may help you with ? |
| | erin | is thre a way to be notified when the server is available again so if I'm trying to work reason the reboot take less or more than 20 minute, I know I can log back in. Instead it or spend time attempting to login when it's still unavailable? |
| | | like can i get a confirmation email every time it's complete? |
| | Sharath Kumar | that is a difficult task to get done, but I cannot assure you if that will work |
| | erin | if it's too much hassle, it's fine. it's not that critical. |
| | | im sure the reboot time will not be highly variable |
| | | I'll just assume I need to plan to be out of system 5:45-6:30 |
| | | to be safe |
| | Sharath Kumar | but it is for sure that at 6 AM the server will at 6, at times if there are not updates to take only a couple minutes to reboot |
| | | but the maximum time it will take to reboot is 20 minutes, |
| | erin | okay thanks. I'm nearly able to get back to work I think. off I go. thanks |
| | Sharath Kumar | Alright, Erin. |
| | | Have a good day! |
| | erin | you too |
| | Sharath Kumar | You may end this chat now. Once you end this chat, you will receive an email from us 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 c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | <i>Sharath Kumar has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74084 antony.wu
Email: antony.wu@snrtea.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: ROWLAND HEIGHTS
State: California
Country: UNITED STATES

Chat Transcript

| | |
|-----------|---|
| antony.wu | Hello, I am your Acebuddy |
| Acebuddy | Hello Antony.wu, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| antony.wu | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| antony.wu | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| antony.wu | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate o |
| antony.wu | Yes, I'm facing issues with my server |

| | | |
|--|--------------|---|
| | Acebuddy | Please select an option! |
| | antony.wu | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | antony.wu | Hello, i am facing a blue screen issue again, if you can kindly please reboot my user : be great Server name: SunrightCorp.myrealdata.net User name: myrealdata\Antony.) |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shivam Singh accepted the chat transfer request.</i> |
| | Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis |
| | antony.wu | Hi Shivam, thanks |
| | Shivam Singh | please allow me 2 minutes to check the information. |
| | antony.wu | alright |
| | Shivam Singh | thanks |
| | | Chages made from the backend, kindly check now |
| | antony.wu | awesome, was able to get through now |
| | | thank you! |
| | Shivam Singh | really appreciated |
| | | Is there anything else I may help you with ? |
| | antony.wu | no, that was all for now, thank you |
| | Shivam Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | <i>Shivam Singh has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74199 Megan Szul
Email: szulsland@verizon.net ☎ 6092919663
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: CHESTERFIELD
State: New Jersey
Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Megan Szul | Hello, I am your Acebuddy |
| Acebuddy | Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Megan Szul | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Megan Szul | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Megan Szul | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Megan Szul | The hosting environment has been very slow today and keeps shutting down and res check it for me. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Shubham Kataria accepted the chat transfer request. | |

| | | |
|--|-----------------|---|
| | Megan Szul | My credentials are as follows: |
| | | Server Name: SzulLandscapes.myrealdata.net User 1: myrealdata\MeganSz |
| | Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today. |
| | Megan Szul | Hello |
| | Shubham Kataria | Thank you for the information and allow 2 minutes to check the same. |
| | | Could you please confirm if you're the only user who is facing latency on server |
| | Megan Szul | As of now I am the only user. The other two users have not really been using the acco returning to work this coming week |
| | Shubham Kataria | I've checked the CPU and RAM utilization, and both seem fine. I'm going to reboot the will update you once it's up and running. |
| | Megan Szul | ok |
| | Shubham Kataria | Please confirm if you're encountering any errors when the server disconnects. |
| | Megan Szul | ok let me log in to see if it is better. Give me a moment |
| | Shubham Kataria | Sure, please take your time |
| | Megan Szul | It appears to be better. Can you reboot the server for the other two users as well? |
| | Shubham Kataria | The server functionality is the same for all users; it has been rebooted for everyone. |
| | | Additionally, I will keep this ticket under observation for the next two days. If you enc again, please revert over the same email. |
| | Megan Szul | sounds good. thank you! |
| | Shubham Kataria | you're welcome (Edited) |
| | | Is there anything else I may help you with ? |
| | Megan Szul | That is all. |
| | Shubham Kataria | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | <i>Shubham Kataria has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73783 Cheryl
Email: clientsupport@silversfs.com ☎ 7905922798
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: 18 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| Cheryl | Hello, I am your Acebuddy |
| Acebuddy | Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Cheryl | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Cheryl | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Cheryl | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Cheryl | jOHNNY CANNOT GET INO SERVER |
| Acebuddy | |

| | | |
|--|-----------------|---|
| | | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Kataria accepted the chat transfer request.</i> |
| | Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today. |
| | Cheryl | Hello Shubham |
| | | Johnny cannot get into server |
| | Shubham Kataria | Hello |
| | | I will be surely assisting you with this. Kindly help me with the server name and user |
| | Cheryl | Silversfs_8_FSI |
| | Shubham Kataria | Could you please confirm if user Johnny is receiving any error while accessing the ser |
| | | <i>12:56:58 PMCheryl is sharing a file with you</i> <i>1_image.png - (Size:504.0 KB)</i> |
| | | May I take the remote access of your local computer? |
| | Cheryl | Can you call him or contact him directly? |
| | | You can contact him on 9878175475 |
| | Shubham Kataria | Thank you for the information. Could you also confirm your name |
| | Cheryl | My Name is prachi |
| | Shubham Kataria | Okay, we are calling Johnny in next few minutes. |
| | | Is there anything else I may help you with ? |
| | Cheryl | Not as such Shubham. Thanks just make this as apriority |
| | Shubham Kataria | Yes, we are just arranging a call back for him |
| | Cheryl | Great |
| | Shubham Kataria | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | Cheryl | You too |
| | Shubham Kataria | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74325 Orlando Chamberlain
Email: orlando@continental24-7.com 📞 13176957773
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: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

| | |
|---------------------|---|
| Orlando Chamberlain | Hello, I am your Acebuddy |
| Acebuddy | Hello Orlando, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Orlando Chamberlain | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Orlando Chamberlain | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Orlando Chamberlain | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate op |

| | |
|--------------------------------|--|
| Orlando Chamberlain | Setback |
| Acebuddy | Please select your request type. |
| Orlando Chamberlain | Setback |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Orlando Chamberlain | Setback |
| Acebuddy | Hello Orlando, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Orlando Chamberlain | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| | As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73602 Mark Dobbs

Email: ashley@redtruckmedia.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FT MILL

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74854 test

Email: test@gmail.com 📞 +16887849764

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 7 Secs

City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript -----

| | |
|-----------------|--|
| test | Hello, I am your Acebuddy |
| Acebuddy | Hello Test, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| test | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| test | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| test | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| test | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| test | QB not working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Test chat |
| | Ending |
| | <i>Rohan Prajapati has ended this chat session</i> |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73975 Dmitri Rakitski
Email: dima@ensolusa.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: NORTHBROOK
State: Illinois
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Dmitri Rakitski | Hello, I am your Acebuddy |
| Acebuddy | Hello Dmitri Rakitski, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Dmitri Rakitski | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Dmitri Rakitski | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Dmitri Rakitski | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Dmitri Rakitski | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The follo help you with resolving the issue |
| | Was that helpful? |
| Dmitri Rakitski | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis |
| Dmitri Rakitski | Any news on Ticket ID: 644130? |
| | |

| | |
|-----------------|--|
| Manish Singh | Kindly allow me two minutes to check the same. |
| | Are you the only one facing this issue? |
| Dmitri Rakitski | yes |
| Manish Singh | We are in the final stage of creating new profile we will schedule a callback after the |
| Dmitri Rakitski | thank you |
| Manish Singh | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required. |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73784 sharath.kumar
Email: sharath.kumar@myrealddata.in
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: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

| | |
|---------------|---|
| sharath.kumar | Hello, I am your Acebuddy |
| Acebuddy | Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |

| | |
|---------------|--|
| sharath.kumar | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| sharath.kumar | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| sharath.kumar | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| sharath.kumar | Test |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar declined the transfer request.</i> |
| | <i>sharath.kumar has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74683 Natalia Geva
Email: account@alliance-fencing-academy.com ☎ 17135153905
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

| | | |
|--|---------------|---|
| | Natalia Geva | Hello, I am your Acebuddy |
| | Acebuddy | Hello Natalia Geva, I'm your Ace Buddy. I'll be happy to assist you! |
| | | Whom Would You Like to Connect With? |
| | Natalia Geva | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Natalia Geva | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Natalia Geva | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | Natalia Geva | Other QB related issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | Natalia Geva | unable to send emails from quickbooks! The credentials are correct but it still doesn't |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | Natalia Geva | ok |
| | | <i>Anurag Sharma accepted the chat transfer request.</i> |
| | Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as |
| | | Hello Natalia |
| | | Are we still connected here? |
| | Natalia Geva | yes |
| | | waiting for your response |
| | Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | | I will be surely assisting you with this. Kindly help me with your server name and use |
| | Natalia Geva | NataliaGe.pro1 Alliance Fencing Academy |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | Kindly allow me two minutes to check the same. |
| | Natalia Geva | ok |
| | Anurag Sharma | Thank you for your patience. |
| | | May I take the remote access of your server? |
| | | Are we still connected here? |
| | Natalia Geva | yes |

| | | |
|--|---------------|---|
| | Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at |
| | Natalia Geva | ok |
| | Anurag Sharma | Please accept the remote session request on the server. |
| | Natalia Geva | ok |
| | Anurag Sharma | Please use this link to connect on remote session |
| | | https://assist.acecloudhosting.com/join/2392892527 |
| | | Kindly paste this link in the browser of local computer and join the session. |
| | | Are you able to join? |
| | | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | Please stay connected |
| | | Please stay connected |
| | | The issue seems to be resolved. |
| | | Is there anything else I may help you with ? |
| | Natalia Geva | no, thta's it so far |
| | Anurag Sharma | Thanks for the confirmation. |
| | Natalia Geva | thank you for your help! |
| | Anurag Sharma | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | Natalia Geva | ok |
| | | <i>Anurag Sharma has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73742 Mark Helm
Email: mark@integrahealthwellness.com ☎ 5592592502
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: SANGER
State: California
Country: UNITED STATES

Chat Transcript

| | |
|-----------|---|
| Mark Helm | Hello, I am your Acebuddy |
| Acebuddy | Hello Mark, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Mark Helm | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mark Helm | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mark Helm | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Mark Helm | QuickBooks Update |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when is might get delayed due to unforeseen circumstances. |
| | If you're also getting an update popup, please grab a screenshot of the error messag support@acecloudhosting.com. Our engineers will manually check and implement th be and share a confirmation via email. |

| | |
|--------------------------------|--|
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73823 chris
Email: chris@svefoundation.org 📞 408.790.9432
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|----------|---|
| | chris | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | chris | Ticket ID: 653354 |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Ashutosh accepted the chat transfer request.</i> |
| | Ashutosh | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting |
| | chris | Thank you |
| | Ashutosh | Kindly allow me two minutes to check the ticket. |
| | chris | Is anybody there ? |
| | Ashutosh | Yes, we are still connected. |
| | | Thank you for your patience. I am checking from the backend for the login issue you |
| | | Chris, I have just checked from the backend and the server should be accessible for u ChrisCa.npre1 using the new RDP we sent you. |
| | chris | Good to know, but I still can't get in. After I enter my new password for that usernam the old one, and then fails to connect. |
| | Ashutosh | Kindly allow me two minutes and I will send you the new RDP, try to login from that v and you should be able to access the server. |
| | | <i>11:35:37 PMchris is sharing a file with you</i> <i>Image 3-10-25 at 11.04 AM.jpeg</i> - (<i>Size:746.34 KB</i>) |
| | | May I take the remote access of your local computer? |
| | chris | yes |
| | Ashutosh | I have sent you an invite for remote session over your email. |
| | | Prior providing the access, I would suggest you to close any important documents at |
| | | As the issue has been resolved over the remote session. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | <i>Ashutosh has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73587 Mike Flynn
Email: mflynn@mdfconsultingservices.com ☎ 16108423245
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: BLUFFTON
State: South Carolina
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| Mike Flynn | Hello, I am your Acebuddy |
| Acebuddy | Hello Michael Flynn, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Mike Flynn | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mike Flynn | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mike Flynn | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Mike Flynn | i can not get logged into the sire |
| Acebuddy | Please wait while we connect you to a Support Representative |

| | | |
|--|---------------|---|
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Yadav accepted the chat transfer request.</i> |
| | Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be as |
| | | I will be surely assisting you with this. Kindly help me with your server name and use |
| | Mike Flynn | I am trying to log into to get to my quickbook files...but I cannot get logged in Michae |
| | Shubham Yadav | Thank you for the information and allow 2 minutes to check the same. |
| | | Michael since when are you facing the issue ? |
| | Mike Flynn | today...tried the remote connection and it says my pw is incorrect... |
| | Shubham Yadav | Michael are you enrolled in Self care portal ? |
| | Mike Flynn | i do not think so...I do not use the site too often |
| | Shubham Yadav | May I take the remote access of your local computer? |
| | Mike Flynn | yes |
| | Shubham Yadav | Prior providing the access, I would suggest you to close any important documents at |
| | Mike Flynn | ok |
| | | ready |
| | Shubham Yadav | https://assist.acecloudhosting.com/join/4582859801 |
| | | Kindly Click on the link and open the downloaded file. |
| | | Michael are you able to connect ? |
| | | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | Mike Flynn | Your help was efficient and unrelenting despite a few initial setbacks. I would not hav resolve this on my own. |
| | Shubham Yadav | As per remote session you are now able to login |
| | | Is there anything else I may help you with ? |
| | | Please give me the feedback once chat ends. |
| | Mike Flynn | not at this time...thanks! |
| | Shubham Yadav | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our |

(<https://selfcare.acecloudhosting.com>).

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73442 fscoffice
Email: fscoffice@fsc-consulting.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SAN ANTONIO
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|-----------|--|
| fscoffice | Hello, I am your Acebuddy |
| Acebuddy | Hello Fscoffice, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| fscoffice | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| fscoffice | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| | As we haven't got any response from your end, We are closing this chat. If you still n |

Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73371 yusufnajib1
Email: yusufnajib1@gmail.com ☎ 7774511
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: FAJARA
State: Banjul
Country: GAMBIA

Chat Transcript

| | |
|-------------|--|
| yusufnajib1 | Hello, I am your Acebuddy |
| Acebuddy | Hello Yusu Najib, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| yusufnajib1 | one of the rdp not opening myrealdata\accounts1 |
| Acebuddy | You have chosen an Invalid Option. Please try Again! |
| | Whom Would You Like to Connect With? |
| yusufnajib1 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| yusufnajib1 | I'd like to report an Issue |
| Acebuddy | |

| | |
|-------------|--|
| | Please select an option! |
| yusufnajib1 | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| yusufnajib1 | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| yusufnajib1 | one of our rdp not opening myrealdata\accounts1 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| yusufnajib1 | ok\ |
| | <i>Gurwinder Singh has not responded for the transfer request.</i> |
| | <i>Chat request was not picked up by the operators</i> |
| | one of our rdp not opening myrealdata\accounts1 plz restart |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74650 monique
Email: monique@qps4u.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 56 Secs
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript

| | | |
|--|----------------|---|
| | monique | Hello, I am your Acebuddy |
| | Acebuddy | Hello Monique Doughty, I'm your Ace Buddy. I'll be happy to assist you! |
| | | Whom Would You Like to Connect With? |
| | monique | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | monique | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | monique | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | monique | Other QB related issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | monique | 2 users are not able to email invoices, PO's, sales order, etc from Quickbooks |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shashwat Verma accepted the chat transfer request.</i> |
| | Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a |
| | | Hello Monique |
| | monique | great |
| | | hello |
| | Shashwat Verma | I will surely help you with this issue. |
| | | When they were last able to email the same from the QuickBooks? |
| | monique | last Friday |
| | | I am able to but they are not |
| | Shashwat Verma | Kindly confirm their username? |
| | monique | checking... |
| | Shashwat Verma | Sure |
| | monique | still waiting...sorry |
| | Shashwat Verma | No problem. |
| | | Monique, we have checked and to resolve the same, we have to take the remote ses affected user end, kindly confirm whether they are able to do it now, or we can also s callback directly to them for the Hussle free solution as we required the direct access |
| | | |

| | | |
|--|----------------|--|
| | monique | checking... |
| | Shashwat Verma | Okay |
| | monique | one user is John Johnson the other is zacharyd |
| | | It is OK to take over their remote sessions now |
| | Shashwat Verma | Okay, Got it. |
| | | We'll move one by one. |
| | | Prior providing the access, I would suggest you to close any important documents at |
| | monique | ok |
| | Shashwat Verma | Kindly ask john to accept the session. |
| | monique | ok. i told them...they are in a different location so it might take a few minutes |
| | Shashwat Verma | Okay |
| | | Kindly ask zacharyd to login the server. (Edited) |
| | monique | ok |
| | Shashwat Verma | John issue resolved. |
| | monique | ok great |
| | Shashwat Verma | Let me have the zacharyd session. |
| | | Monique, as per John, zacharyd is busy with something else he will contact us later. |
| | monique | need a few minutes for Zachary... |
| | | ok that is fine. sorry for the delay |
| | Shashwat Verma | Okay we also want to inform your C drive running very low |
| | monique | is that why our back ups don't happen automatically? |
| | | I will let our IT guy know... |
| | Shashwat Verma | Backups from our side is taken of whole server, can be reclaim for last 45 days. |
| | | Shall I share you the additional storage prices? |
| | monique | sure, but i don't make those decisions |
| | Shashwat Verma | Okay, you can share that with your team |
| | monique | yes |
| | Shashwat Verma | Plan 1 : 200GB - \$120/Month Plan 2 : 100GB - \$60/Month Plan 3 : 80GB - \$50/Month Plan 4 : 60GB - \$40/Month Plan5 : 40 GB : \$28/Month |
| | | This situation may soon impact the performance of your system, causing potential is company files, applications, and overall system responsiveness as available space d |

| | | |
|--|----------------|--|
| | monique | OK |
| | Shashwat Verma | You can let us know for the same on email. |
| | | Is there anything else I may help you with ? |
| | monique | Not me. Thank you,. |
| | Shashwat Verma | Okay, thanks. |
| | monique | Zach is now able to log in. thank you for your help |
| | Shashwat Verma | Okay, means they are able to send the email? |
| | monique | checking... |
| | Shashwat Verma | Are we still connected here? |
| | monique | yes. confirming if Zachary can email |
| | | sorry |
| | Shashwat Verma | John tell us that he will assist the Zachary as the issue is same |
| | | Hence we have not initiated the session at Zachery end. |
| | monique | ok |
| | | confirming if he can email |
| | Shashwat Verma | Okay, so you can confirm us the same on email too, Is that work for you? |
| | monique | mine works |
| | Shashwat Verma | Okay shall we end this session for now? |
| | monique | yes thanjks |
| | | <i>Monique Doughty has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73729 carmstrong
Email: carmstrong@mdcollision.net
Department: Support(QB & App Hosting)

Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 16 Secs
City: WESTMINSTER
State: Maryland
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------------|--|
| carmstrong | Hello, I am your Acebuddy |
| Acebuddy | Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| carmstrong | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| carmstrong | Restart |
| Acebuddy | Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| carmstrong | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| carmstrong | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| carmstrong | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| carmstrong | I cannot print out of my remote desktop or QB |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be as: |
| carmstrong | thank you |
| Rohan Prajapati | Hello Carms, How are you doing today ? |

| | |
|-----------------|--|
| carmstrong | Im good, I cannot print out of my remote desktop anymore |
| Rohan Prajapati | I will surely help you with this issue. |
| | May I know if you are able to Print from your Local PC ? |
| carmstrong | yes. just not out of my remote desktop. |
| Rohan Prajapati | Thanks for the confirmation ! |
| carmstrong | you're welcome |
| Rohan Prajapati | May I take the remote access of your local computer? |
| carmstrong | yes |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents at |
| carmstrong | ok! |
| Rohan Prajapati | Kindly Copy and Paste the below link in any browser of your Local PC and Join the ses |
| | https://assist.acecloudhosting.com/join/1622291523 |
| | This message has been deleted |
| | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | We have assisted you with this issue. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73657 Aaron Akzin
Email: aakzin@lanspeed.com ☎ 13234320379
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 33 Secs
City: IRVINE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Aaron Akzin | Hello, I am your Acebuddy |
| Acebuddy | Hello Aaron Akzin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Aaron Akzin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Aaron Akzin | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Aaron Akzin | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Aaron Akzin | Need to know how to connect to a server to clear out space |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Anjainay Singh accepted the chat transfer request. |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be ass |
| Aaron Akzin | We were notified by you that our server is low on space |
| | The server name is NHC.myrealddata.net |
| | I need to know how to connect to the server so I can clear out space |

| | | |
|--|----------------|---|
| | Anjainay Singh | Please allow me two minutes so that I can analyze the issue to assist you in better w |
| | Aaron Akzin | Thank you |
| | Anjainay Singh | Could you please help us with your account name so that we can assist you in better |
| | Aaron Akzin | Natural Healing Center LLC |
| | | Server name is NHC.myrealdata.net |
| | Anjainay Singh | As we have just removed the temporary files and folders from server which has clear available free space has increased to 20 GB |
| | Aaron Akzin | Awesome |
| | | Thank you! |
| | Anjainay Singh | We are clearing more space in C drive and will let us know update shortly on this cha |
| | Aaron Akzin | Ok thanks |
| | Anjainay Singh | *you know |
| | | It is in process and may take 2 to 3 minutes |
| | Aaron Akzin | Thank you |
| | Anjainay Singh | Please stay connected as we are still clearing up space |
| | Aaron Akzin | Ok |
| | Anjainay Singh | We have cleared up 1 GB extra space now the free space is 21.75 GB |
| | Aaron Akzin | Perfect |
| | | Thank you |
| | Anjainay Singh | Please let me know if your concern is addressed properly |
| | Aaron Akzin | Yes, appreciate it |
| | | Have a great day |
| | Anjainay Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Anjainay Singh has ended this chat session |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73837 Friday Burke
Email: friday@drfriday.com ☎ 16153670819
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 8 Secs
City: NASHVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Friday Burke | Hello, I am your Acebuddy |
| Acebuddy | Hello Friday, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Friday Burke | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Friday Burke | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Friday Burke | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Friday Burke | My system is down it's not working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as |
| | |

| | | |
|--|---------------|---|
| | | Hello |
| | Friday Burke | Hello I tried calling and the phone your number is nit working |
| | Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | Friday Burke | I need to get into my system I have clients waiting |
| | Anurag Sharma | I will surely help you with this issue over the chat. |
| | Friday Burke | Ok |
| | | <i>1:22:51 AM</i> Friday Burke is sharing a file with you image.jpg - (Size:2.98 MB) |
| | Anurag Sharma | As I can check there is a high flow of calls on our system. Due to which you experien |
| | Friday Burke | You can call me at (615) 367-0819 |
| | Anurag Sharma | Kindly help me with your server name and user name? |
| | Friday Burke | Friday burke |
| | | dr Friday tax and financial firm inc |
| | | cid 73121 |
| | Anurag Sharma | I can surely arrange a callback for you. Or if you wish to resolve this issue over the cl with that too. |
| | | Thanks for the information. |
| | | Please confirm if I can proceed with the trouble shooting over the chat ? (Edited) |
| | Friday Burke | Yes |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | May I take the remote access of your local computer? |
| | Friday Burke | Yes |
| | Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at |
| | Friday Burke | All closed |
| | Anurag Sharma | https://assist.acecloudhosting.com/join/4162604694 |
| | | Kindly paste this link in the browser of local computer and join the session. |
| | Friday Burke | ok |
| | Anurag Sharma | Are you able to connect? |
| | Friday Burke | Have to type it not on the computer |
| | Anurag Sharma | Okay, no problem. Please take your time. (Edited) |
| | Friday Burke | Sorry I have to restart the computer I will go on chat in while |
| | Anurag Sharma | Okay no problem. |
| | | I would request you to please re-initiate the chat when you are free. |

| | | |
|--|---------------|---|
| | | So that we can help you with this issue. |
| | | Is there anything else I may help you with ? |
| | Friday Burke | I am in one minute |
| | Anurag Sharma | Okay |
| | Friday Burke | It says site can't be reached |
| | Anurag Sharma | No problem |
| | | I will share another link with you. |
| | | Please use that to connect over the remote session. |
| | Friday Burke | Ok thank you |
| | Anurag Sharma | I would recommend you to close any important docs at your end before joining the re |
| | | https://assist.acecloudhosting.com/join/1152298965 |
| | | Kindly paste this link in the browser of local computer and join the session. |
| | Friday Burke | I am in |
| | Anurag Sharma | I can't see your screen connected. |
| | | Please check again. |
| | | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | Friday Burke | Ok |
| | | You are not in the right account |
| | Anurag Sharma | Yes, please check the screen. |
| | Friday Burke | My app is not working I have been using email |
| | Anurag Sharma | please stay connected |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | | As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | <i>Anurag Sharma has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74872 Cindy Holloway
Email: qualityquicktaxoffice@gmail.com ☎ 13346460662
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Google Chrome
Device: Mobile
Average Response Time: 16 Secs
City: HENRY
State: Tennessee
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Cindy Holloway | Hello, I am your Acebuddy |
| Acebuddy | Hello Cindy Holloway, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Cindy Holloway | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Cindy Holloway | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Cindy Holloway | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Cindy Holloway | Can I change from using Wi-Fi to an Ethernet? |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| | |

| | |
|-----------------|---|
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be as |
| | Hello Cindy, How are you doing today ? |
| Cindy Holloway | I am doing fine. |
| Rohan Prajapati | That's Great |
| | Yes, you can shift to the Ethernet. |
| | That's not the Problem |
| Cindy Holloway | can I just hook it up as I normally do or would I need you guys to assist me? |
| Rohan Prajapati | Cindy, you can do it yourself and if you face any issue, you can contact your Local IT |
| Cindy Holloway | Ok that sounds great. I am going through this Network Hub which I believe is not wor will have to purchase a new one. |
| Rohan Prajapati | Sure Cindy |
| | Is there anything else I may help you with ? |
| Cindy Holloway | No that will be all. Thanks for helping. |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |

Rohan Prajapati has ended this chat session

Chat Transcript

Hi, I was wondering if you could restart my server

Visitor Details

#74147 Tana Fakkema

Email: tana@mannainsurancegroup.com 📞 15594166620

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: LYNDEN

State: Washington

Country: UNITED STATES

Chat Transcript -----

| | |
|--------------|--|
| Tana Fakkema | Hi, I was wondering if you could restart my server |
| Gantavya | Thank you for contacting ACE. My name is Gantavya. I will be assisting you further. |
| | Hi Tana, |
| | Welcome back to Ace, |
| | Please allow me a minute to review your account history |
| Tana Fakkema | Hi, i really need my remote server restarted. my software inside is throwing errors |
| | i am on the phone with the softwares IT and it is holding up my issues |
| Gantavya | sure, I am transferring this chat to support to help you with your issue |
| | <i>Gantavya is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Tana Fakkema | HI i need my remote server restarted |
| | asap |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis |
| | I will be surely assisting you with this. Kindly help me with your server name and use |
| Tana Fakkema | myrealdata\tana_mig |
| | tanas mac |
| Shivam Singh | server rebooted as per your request |
| Tana Fakkema | thank you |
| Shivam Singh | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |

Are we still connected here?

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

You may end this chat now. Once you end this chat, you will receive an email from us 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 be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com

Thanks!

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

For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74333 Ezra Dilger
Email: reception@rortax.com 📞 7633189052
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 12 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

| | |
|-------------|---|
| Ezra Dilger | Hello, I am your Acebuddy |
| Acebuddy | Hello Reception, I'm your Ace Buddy. I'll be happy to assist you! |

| | | |
|--|---------------|---|
| | | Whom Would You Like to Connect With? |
| | Ezra Dilger | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | Ezra Dilger | I'd like to raise a Request |
| | Acebuddy | Please select your request type. |
| | Ezra Dilger | Application Update |
| | Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you w once the task has been completed. |
| | | Typically, the application update is performed overnight. |
| | | Do you need any further assistance on the topic? |
| | Ezra Dilger | Yes |
| | Acebuddy | Please wait while we connect you to our Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Anurag Sharma accepted the chat transfer request.</i> |
| | Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as |
| | | hello |
| | Ezra Dilger | Hello, we need to update Lacerte 24 |
| | Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and use |
| | Ezra Dilger | RORTax |
| | | I am ROR Reception |
| | Anurag Sharma | Okay |
| | | Thanks for the confirmation |
| | | Please confirm the application version which you want us to update? |
| | Ezra Dilger | Lacerte 24 |
| | Anurag Sharma | Okay, thank you for the confirmation. |
| | | Do you want to schedule this application update during the night hours? |
| | | When users are less active on the server? |
| | Ezra Dilger | No, now is okay |
| | Anurag Sharma | Okay |
| | | I have initiated the application update. We will update you via email once it is compl |
| | | Is there anything else I may help you with ? |

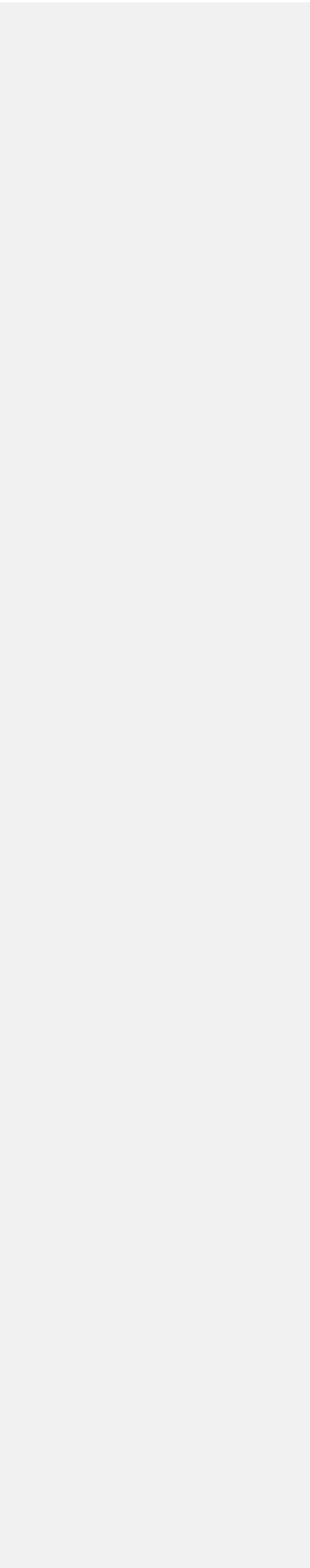
| | | |
|--|---------------|--|
| | Ezra Dilger | Sounds good, thank you |
| | | nothing else |
| | Anurag Sharma | Thank you so much for such a wonderful chat session. |
| | | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | Anurag Sharma has ended this chat session |

Chat Transcript

Hello, I am your Acebuddy

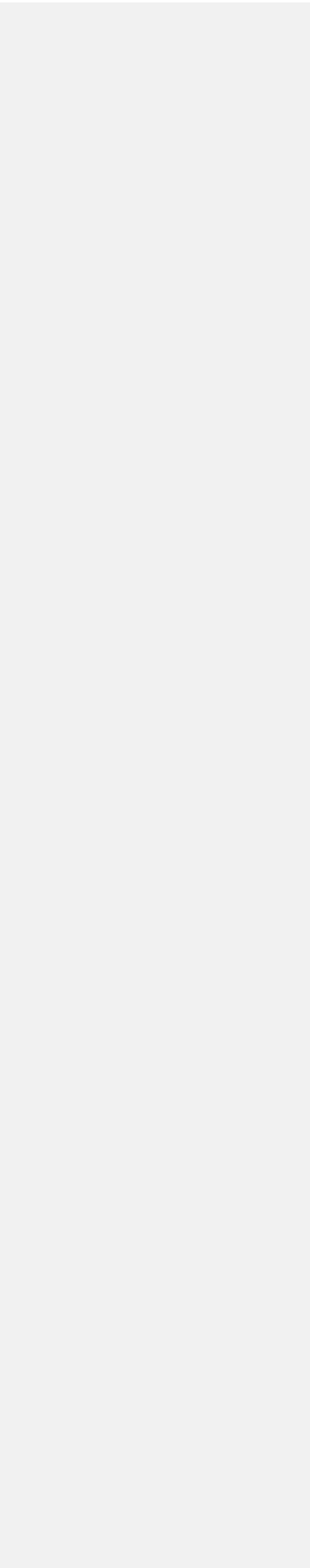
Visitor Details

#73434 patrick
Email: patrick@africanenergy.com 📞 5208914822
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 52 Secs
City: ST DAVID
State: Arizona
Country: UNITED STATES

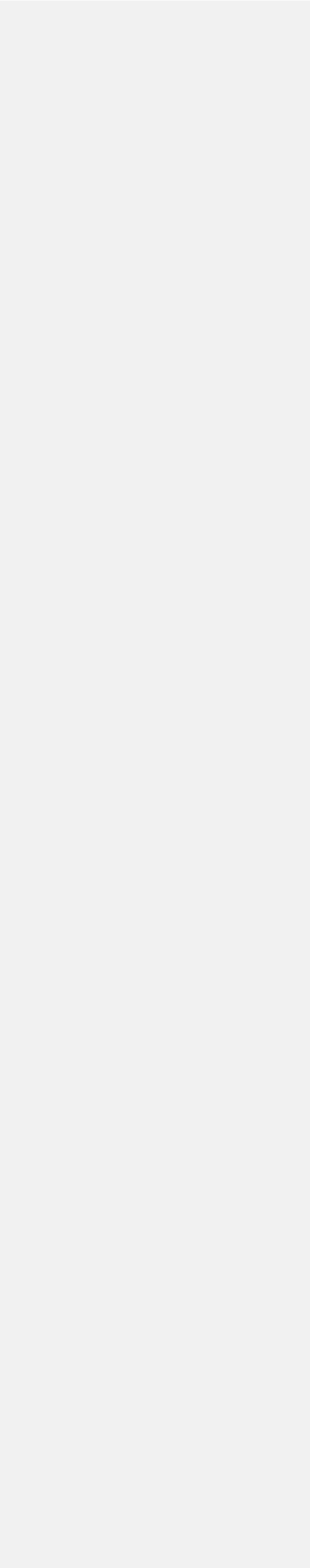


Chat Transcript -----

| | |
|-----------------|---|
| patrick | Hello, I am your Acebuddy |
| Acebuddy | Hello Patrick, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| patrick | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| patrick | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| patrick | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| patrick | installingMicfrosoft 365 on my desktop |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Rohan Prajapati accepted the chat transfer request.</i> |
| Rohan Prajapati | Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be with you today. |
| | Hello Patrick, How are you doing today ? |
| patrick | k |
| | Could you please help me setting uip MS 365 on my desktop |
| Rohan Prajapati | I will surely help you with this. |
| | Kindly allow me two minutes to check the same. |
| | Patrick, I'm going through the previous tickets regarding the same. Please allow some time to check it |
| | Thank you for your patience. |
| | May I take the remote access of your server? |
| patrick | sure |
| Rohan Prajapati | Prior providing the access, I would suggest you to close any important documents running on your server screen. |
| | Kindly accept the remote request once you see it on your server screen |
| patrick | Ok go ahead |
| Rohan Prajapati | Aren't you seeing the Prompt on your server screen ? |



| | |
|-----------------|--|
| | We are connected on the remote session and will proceed with the troubleshooti remote. Till the time, I am putting the chat on hold, please do not disconnect it. issue is resolved, kindly give your confirmation on this chat. |
| patrick | got it |
| Rohan Prajapati | I'm not able to type anything on your NotePad |
| | May I know which application, you would like to setup first ? |
| patrick | Microsoft 365 |
| | I am not able to use any of the MS365 apps |
| Rohan Prajapati | Thanks for the confirmation ! |
| patrick | let me see if I can used the classic outlook |
| Rohan Prajapati | Do you have your office 365 credentials with you? |
| patrick | I am seeing my apps now than before maybe I can do it |
| Rohan Prajapati | Kindly open the Excel first so that all the Office 365 App can be activated |
| patrick | Look at my screen , it says that I am used unlicensed product |
| Rohan Prajapati | Kindly enter that email which has Office 365 License |
| patrick | can you please activate the office |
| Rohan Prajapati | Let me check from the backend what is your office 365 email ! |
| | Patrick, this is your office 365 email. |
| | Patrick_AE@AfricanEn.onmicrosoft.com |
| | May I know if you have password of this email ? |
| patrick | no, that's not my email |
| | my email is patrick@africanenergy.com |
| Rohan Prajapati | That's your office 365 Email |
| | This email will be used for activating your Office 365 Products. (Edited) |
| | Patrick if you don't have the Password for this email, then we would need an ap Debra Lee to reset the password for this email. Can you ask her to do it right aw can setup this while we are connected on the chat ? |
| patrick | please send her an email and she will respond right away |
| Rohan Prajapati | Patrick, I have sent the email |
| | Please inform her to approve the request |
| patrick | She replied |
| | she did |
| Rohan Prajapati | Thanks for the confirmation ! |



| | |
|-----------------|--|
| patrick | what's next |
| Rohan Prajapati | I've sent the new credentials to you and Debra. Please login with new login credentials into Excel application. |
| | Please login with new credentials |
| | Patrick not that email |
| | Please use the email address that i have sent you via email |
| | Please change the Password for it |
| | Yes Please setup this |
| | Please note that all the office 365 App has been activated |
| patrick | now I need to to set up outlook |
| Rohan Prajapati | Sure Lets see |
| | Please check it if it is working fine |
| patrick | I am checking if it linked to my other programs |
| Rohan Prajapati | Sure take your time |
| patrick | Yes, it's working |
| Rohan Prajapati | That's Great |
| patrick | Thank you very much for your support. |
| Rohan Prajapati | Thanks for the confirmation ! |
| | Is there anything else I may help you with ? |
| patrick | That's it for now. |
| Rohan Prajapati | I would request you to please give your Valuable feedback after ending the chat |
| patrick | Thanks |
| Rohan Prajapati | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email fro regarding this conversation, along with a ticket number and survey feedback for</p> <p>I request you to kindly spare a moment to fill that out for me so that my manage how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering or Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |
| patrick | I will do. |

Thanks

Rohan Prajapati has ended this chat session