

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jun, 1:27:26 AM

#78182 office.fusionfab
Email: office.fusionfab@gmail.com
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: 32 Secs
City: FT COLLINS
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 1 Sec

| | | |
|------------------|--|--------------------|
| office.fusionfab | Hello, I am your Acebuddy | 12 Jun, 1:27:27 AM |
| Acebuddy | Hello Elisa Lopez, I'm your Ace Buddy. I'll be happy to assist you! | 1:27:28 AM |
| | Whom Would You Like to Connect With? | 1:27:28 AM |
| office.fusionfab | Technical Support (QB & App Hosting) | 1:27:39 AM |
| Acebuddy | Welcome to Ace Support. | 1:27:39 AM |
| | Please chose an option : | 1:27:39 AM |
| office.fusionfab | I'd like to report an Issue | 1:27:51 AM |
| Acebuddy | Please select an option! | 1:27:51 AM |
| office.fusionfab | Other Issue | 1:27:56 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 1:27:56 AM |
| office.fusionfab | Downloading and uploading are very slow from files to quick books | 1:28:42 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 1:28:42 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 1:28:42 AM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 1:28:51 AM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you | 1:29:04 AM |

| | | |
|------------------|--|------------|
| | today. | |
| | Hello Elisa | 1:29:10 AM |
| | How are you? | 1:29:14 AM |
| office.fusionfab | hello | 1:29:19 AM |
| | fine | 1:29:25 AM |
| Shubham Kataria | great | 1:29:39 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 1:29:45 AM |
| office.fusionfab | Matilda I think | 1:30:01 AM |
| | beyond tax | 1:30:32 AM |
| | Elisa | 1:31:01 AM |
| Shubham Kataria | Thank you for the information. | 1:31:16 AM |
| | Kindly confirm if you're the only user who is facing this issue. | 1:31:40 AM |
| office.fusionfab | no my boss and I are new to this I don't kow about anyone else | 1:32:23 AM |
| Shubham Kataria | No problem | 1:32:39 AM |
| | I will surely help you with this issue. | 1:32:43 AM |
| | May I take the remote access of your server? | 1:32:47 AM |
| office.fusionfab | I' not in it | 1:34:55 AM |
| | well it's open but not on this one | 1:35:10 AM |
| | ypu can call me at 19708932955 | 1:35:26 AM |
| Shubham Kataria | Actually we need to take the remote session to check the issue | 1:35:38 AM |
| | Kindly provide the preferred time slot so that we can arrange a call back for you. (Edited) | 1:35:52 AM |
| office.fusionfab | I understand that but I'm not connected to you on that server | 1:36:13 AM |
| | but go ahead | 1:36:22 AM |
| | I can show you what i mean if it will work | 1:36:34 AM |
| Shubham Kataria | Thank you | 1:36:42 AM |
| | Prior providing the access, I would suggest you to close any important documents at your end. | 1:36:45 AM |
| | I have send you a request on the server, please accept | 1:37:21 AM |
| | <i>1:38:50 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:11.16 KB)</i> <i>Remote request refused by your end</i> | 1:38:50 AM |
| | If you're currently unavailable or prefer a callback at a later time, please let us know, and we'll be happy to arrange it. | 1:39:37 AM |
| | Are we still connected here? | 1:40:52 AM |

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| | Are we still connected here? | 1:41:16 AM |
| | As you're disconnected from the chat, we are disconnecting the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 1:42:26 AM |
| | <i>Shubham Kataria has ended this chat session</i> | 1:42:28 AM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jun, 8:58:02 PM

#77720 Derek Evans

Email: derek@circuitsolution.com 📞 19166483021

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: 30 Secs

City: SACRAMENTO

State: California


Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 40 Secs

| | | |
|-------------|---|-------------------|
| Derek Evans | Hello, I am your Acebuddy | 2 Jun, 8:58:03 PM |
| Acebuddy | Hello Derek, I'm your Ace Buddy. I'll be happy to assist you! | 8:58:04 PM |
| | Whom Would You Like to Connect With? | 8:58:04 PM |
| Derek Evans | Technical Support (QB & App Hosting) | 8:58:10 PM |
| Acebuddy | Welcome to Ace Support. | 8:58:10 PM |
| | Please chose an option : | 8:58:10 PM |
| Derek Evans | I'd like to report an Issue | 8:58:20 PM |
| Acebuddy | Please select an option! | 8:58:20 PM |

| | | |
|-----------------|---|------------|
| Derek Evans | Other Issue | 8:58:25 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:58:25 PM |
| Derek Evans | The space remaining on the Z drive continues to go down despite us not storing anything on it or installing new programs. We have already paid to increase the amount of storage we get on this drive | 8:59:36 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:59:37 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:59:37 PM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 8:59:40 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 8:59:59 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 9:00:06 PM |
| Derek Evans | CircuitSl.jmyrealdata.net | 9:00:45 PM |
| | DerekEv@myrealdata | 9:00:54 PM |
| | oops have a typo sorry | 9:01:03 PM |
| Shubham Kataria | Thank you for the information. Please allow me two minutes to check the same. | 9:01:09 PM |
| Derek Evans | CircuitSl@myrealdata.net | 9:01:12 PM |
| Shubham Kataria | Upon checking, I found there is only 3% space left in C drive. Let me try to clear temp or junk file from the server. | 9:02:59 PM |
| Derek Evans | ok thanks! | 9:03:17 PM |
| Shubham Kataria | You're welcome. Please allow me 2-3 minutes. | 9:03:37 PM |
| | Thank you for your patience. | 9:06:39 PM |
| Derek Evans | sure thing | 9:07:47 PM |
| Shubham Kataria | Previously you had 4 % of free space in C drive and after the clean up we are able to clear upto 5% | 9:07:54 PM |
| Derek Evans | Ok. I've been noticing that over time we lose more and more space despite not saving anything to that drive | 9:08:26 PM |
| | or installing any new programs | 9:08:38 PM |
| | is that normal? | 9:08:40 PM |
| Shubham Kataria | As you mentioned you had already paid to increase the storage in for C drive. Do you have ticket number for the same? | 9:08:50 PM |
| Derek Evans | we did that awhile ago | 9:09:03 PM |
| | maybe 6 months ago | 9:09:11 PM |
| Shubham Kataria | C drive contains Window components, user profiles and the application data which cannot be removed. | 9:09:25 PM |
| | But again the space is Low. | 9:09:36 PM |
| Derek Evans | Right. But is there a reason why over time we'd be losing space on this drive despite not adding | 9:10:15 PM |

| | | |
|--|--|------------|
| | anything to it | |
| Shubham Kataria | Let me check which data is consuming more space | 9:11:00 PM |
| Derek Evans | Ok thanks. Before we had I believe 60 GB of space on this drive. Added 20 GB and it | 9:12:16 PM |
| | <i>9:12:24 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:21.15 KB)</i> <i>here is the data which is consuming space in the C drive</i> | 9:12:24 PM |
| | The C drive is my local PC that's not what I'm having an issue with | 9:12:57 PM |
| | I appreciate the help but I think I'm going to call in and speak with someone | 9:13:35 PM |
| | thank you for your time | 9:13:41 PM |
| | <i>derek has ended this chat session</i> | 9:13:43 PM |
|  | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jun, 8:46:53 PM

#78804 Briana Lawley

Email: brianalawley.bhi@gmail.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 7 Secs

| | | |
|---------------|---|--------------------|
| Briana Lawley | Hello, I am your Acebuddy | 30 Jun, 8:46:54 PM |
| Acebuddy | Hello Briana Lawley, I'm your Ace Buddy. I'll be happy to assist you! | 8:46:55 PM |
| | | |

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| | Whom Would You Like to Connect With? | 8:46:55 PM |
| Briana Lawley | Technical Support (QB & App Hosting) | 8:47:06 PM |
| Acebuddy | Welcome to Ace Support. | 8:47:06 PM |
| | Please chose an option : | 8:47:06 PM |
| Briana Lawley | I'd like to raise a Request | 8:47:14 PM |
| Acebuddy | Please select your request type. | 8:47:14 PM |
| Briana Lawley | Other Request | 8:47:29 PM |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. | 8:47:29 PM |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : | 8:47:29 PM |
| Briana Lawley | Restart | 8:47:43 PM |
| Acebuddy | Hello Briana Lawley, I'm your Ace Buddy. I'll be happy to assist you! | 8:47:43 PM |
| | Whom Would You Like to Connect With? | 8:47:43 PM |
| Briana Lawley | Managed IT | 8:47:51 PM |
| Acebuddy | Please wait while we connect you to an available Representative. | 8:47:51 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:47:51 PM |
| | <i>Sushant accepted the chat transfer request.</i> | 8:48:00 PM |
| Sushant | Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today. | 8:48:19 PM |
| Briana Lawley | Hey there.. Am I able to take a file folder from my computer and put it on the ace server for my other employees to access? | 8:48:45 PM |
| Sushant | Can you please let me know your company name? (Edited) | 8:49:55 PM |
| Briana Lawley | Brownstone Hospitality Interiors | 8:50:08 PM |
| Sushant | Please wait while we connect you to our concern team. | 8:51:06 PM |
| Briana Lawley | Thanks | 8:51:16 PM |
| | <i>Sushant is transferring the chat to Support(QB & App Hosting).</i> | 8:51:20 PM |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> | 8:51:42 PM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 8:51:54 PM |
| Briana Lawley | Hey there.. Am I able to take a file folder from my computer and put it on the ace server for my other employees to access? | 8:52:04 PM |
| Abhay Kumar Saraswat | I will be surely assisting you with this. | 8:52:35 PM |
| Briana Lawley | thanka | 8:53:22 PM |
| | thanks | 8:53:23 PM |
| | | |

| | | |
|----------------------|--|------------|
| Abhay Kumar Saraswat | Yes, It is possible. | 8:53:51 PM |
| Briana Lawley | Just need to know how I am able to do so, I appreciate it! | 8:54:15 PM |
| Abhay Kumar Saraswat | So basically you are looking to share your local PC data on the server and wants everyone to work or look into it, right? | 8:55:49 PM |
| Briana Lawley | I just have one file folder on my actual desktop that I want to put on ace.. it has job information | 8:56:28 PM |
| Abhay Kumar Saraswat | Okay. | 8:57:20 PM |
| | Could you please confirm me the size of file, so I can suggest you the process to put that file on server? | 8:57:58 PM |
| Briana Lawley | its not that big | 8:58:52 PM |
| | i dont know the exact size | 8:58:58 PM |
| Abhay Kumar Saraswat | You can just right click on the file and click on the properties option. | 8:59:21 PM |
| Briana Lawley | 989 bytes (989 bytes) | 9:01:01 PM |
| Abhay Kumar Saraswat | No worries. | 9:01:10 PM |
| | May I take the remote access of your local computer? | 9:01:16 PM |
| Briana Lawley | yes | 9:01:39 PM |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. | 9:01:41 PM |
| Briana Lawley | im all good to go | 9:02:01 PM |
| Abhay Kumar Saraswat | https://assist.acecloudhosting.com/join/2802555494 | 9:02:22 PM |
| | Kindly paste this link in the browser of local computer and join the session. | 9:02:26 PM |
| Briana Lawley | thanks | 9:03:20 PM |
| Abhay Kumar Saraswat | It is taking some time to connect properly. | 9:04:10 PM |
| | Please stay online with me. | 9:04:15 PM |
| Briana Lawley | i have 2 screens and ace is up on one of them | 9:04:27 PM |
| Abhay Kumar Saraswat | I got it. | 9:04:40 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 9:04:44 PM |
| | Did you disconnected the session? | 9:29:02 PM |
| | Are we still connected here? | 9:29:45 PM |
| | Are we still connected here? | 9:30:22 PM |
| | <i>Abhay Kumar Saraswat has ended this chat session</i> | 9:31:02 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 8:08:26 PM

#77779 George Fowler
Email: gpmfowler@gmail.com 📞 8478991763
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 12 Secs
City: EVANSTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 52 Secs

| | | |
|---------------|---|-------------------|
| George Fowler | Hello, I am your Acebuddy | 3 Jun, 8:08:27 PM |
| Acebuddy | Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you! | 8:08:28 PM |
| | Whom Would You Like to Connect With? | 8:08:28 PM |
| George Fowler | Technical Support (QB & App Hosting) | 8:08:32 PM |
| Acebuddy | Welcome to Ace Support. | 8:08:32 PM |
| | Please chose an option : | 8:08:32 PM |
| George Fowler | I'd like to raise a Request | 8:09:37 PM |
| Acebuddy | Please select your request type. | 8:09:38 PM |
| George Fowler | Setup Ace Server | 8:09:44 PM |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System | 8:09:44 PM |
| George Fowler | Microsoft Windows | 8:09:50 PM |
| Acebuddy | | |

| | | |
|-----------------|---|------------|
| | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC | 8:09:50 PM |
| | Do you need any further assistance on the topic? | 8:09:50 PM |
| George Fowler | Yes | 8:10:09 PM |
| Acebuddy | Please wait while we connect you to our Support Representative | 8:10:09 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 8:10:09 PM |
| | <i>Shubham Kataria accepted the chat transfer request.</i> | 8:10:15 PM |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. | 8:10:21 PM |
| | Hello George | 8:11:07 PM |
| George Fowler | Hello Shubham, can you please help me install ace remote desktop login on a new computer for me | 8:11:59 PM |
| Shubham Kataria | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:12:08 PM |
| George Fowler | Candlelite | 8:13:29 PM |
| | GeorgeF | 8:13:30 PM |
| Shubham Kataria | Thank you for the information. | 8:13:50 PM |
| | May I take the remote access of your local computer? | 8:13:54 PM |
| | Are we still connected here? | 8:15:44 PM |
| | Are we still connected here? | 8:16:28 PM |
| | Are we still connected here? | 8:17:25 PM |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. | 8:18:11 PM |
| | <i>Shubham Kataria has ended this chat session</i> | 8:18:19 PM |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78547 test

Email: test@gmail.com 📞 +16887849764

Department: Support(QB & App Hosting)

22 Jun, 12:06:28 AM

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: HYDERABAD
State: Telangana
Country: INDIA

Chat Transcript

Chat Duration : 1 Min 14 Secs

| | | |
|----------|--|---------------------|
| test | Hello, I am your Acebuddy | 22 Jun, 12:06:30 AM |
| Acebuddy | Hello Test, I'm your Ace Buddy. I'll be happy to assist you! | 12:06:31 AM |
| | Whom Would You Like to Connect With? | 12:06:31 AM |
| test | Technical Support (QB & App Hosting) | 12:06:34 AM |
| Acebuddy | Welcome to Ace Support. | 12:06:34 AM |
| | Please chose an option : | 12:06:34 AM |
| test | I'd like to report an Issue | 12:06:41 AM |
| Acebuddy | Please select an option! | 12:06:41 AM |
| test | Other Issue | 12:06:45 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 12:06:45 AM |
| test | test | 12:06:55 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 12:06:55 AM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 12:06:56 AM |
| | <i>Test has ended this chat session</i> | 12:07:44 AM |



#78761 Kirk Thirapatpibul

Email: kthirapatpibul@uscalibration.com 📞 19493363368

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: COSTA MESA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 23 Secs

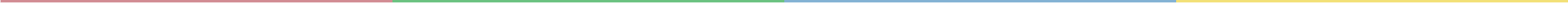
| | | |
|----------------------|--|--------------------|
| Kirk Thirapatpibul | Hello, I am your Acebuddy | 28 Jun, 1:11:34 AM |
| Acebuddy | Hello Kthirapatpibul, I'm your Ace Buddy. I'll be happy to assist you! | 1:11:34 AM |
| | Whom Would You Like to Connect With? | 1:11:34 AM |
| Kirk Thirapatpibul | Technical Support (QB & App Hosting) | 1:11:40 AM |
| Acebuddy | Welcome to Ace Support. | 1:11:40 AM |
| | Please chose an option : | 1:11:40 AM |
| Kirk Thirapatpibul | I'd like to raise a Request | 1:11:50 AM |
| Acebuddy | Please select your request type. | 1:11:50 AM |
| Kirk Thirapatpibul | Change in Users | 1:11:55 AM |
| Acebuddy | Please select your desired option! | 1:11:55 AM |
| Kirk Thirapatpibul | User Replacement | 1:11:59 AM |
| Acebuddy | We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal. | 1:12:00 AM |
| | Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! | 1:12:00 AM |
| | Do you need any further assistance on the topic? | 1:12:00 AM |
| Kirk Thirapatpibul | Yes | 1:12:30 AM |
| Acebuddy | Please wait while we connect you to our Support Representative | 1:12:30 AM |
| | Acebuddy (bot) forwarded the chat request | 1:12:30 AM |
| | Abhay Kumar Saraswat accepted the chat transfer request. | 1:13:14 AM |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. | 1:13:22 AM |

| | | |
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| Kirk Thirapatpibul | Hi, I'm trying to change the account owner to me so I have the ability to add/remove users. | 1:14:16 AM |
| Abhay Kumar Saraswat | I will be surely assisting you with this. | 1:14:32 AM |
| | Is this for account: usCalibration ? | 1:14:46 AM |
| Kirk Thirapatpibul | Yes | 1:14:59 AM |
| | I believe Mark Seu is the current Account Onwer? | 1:15:12 AM |
| Abhay Kumar Saraswat | Yes, he is. | 1:15:38 AM |
| Kirk Thirapatpibul | How do we transfer that permission over to me? | 1:15:52 AM |
| Abhay Kumar Saraswat | So, just to confirm, are you looking to remove an existing user from the account and add a new one in their place? | 1:16:44 AM |
| Kirk Thirapatpibul | Yes, we actually want to remove Mark as he was the person that setup the account but will not be managing it ongoing | 1:17:28 AM |
| | so I take it that someone will need to be the new account owner | 1:17:43 AM |
| | and from there I want to add a new user in place of Mark | 1:18:00 AM |
| Abhay Kumar Saraswat | Thanks for the update. Could you please confirm who you'd like to assign as the new account owner, and also share the name and email address of the new user you'd like to add in place of Mark? | 1:19:59 AM |
| Kirk Thirapatpibul | I would like myself as the new account owner. (Kirk Thirapatpibul) | 1:20:25 AM |
| | The new user would be Darwin Vasquez (dvasquez@uscalibration.com) | 1:21:00 AM |
| Abhay Kumar Saraswat | Okay. | 1:21:12 AM |
| | Kindly allow me two minutes to get more required details. | 1:21:31 AM |
| | Thank you for your patience. | 1:23:22 AM |
| | I checked with the concerned team that handles account ownership changes, and they’ve informed me that we’ll need an authorization email from Mark (mseu@uscalibration.com) to proceed with your request. | 1:27:23 AM |
| | Once we receive his confirmation, we’ll also need your full name (which you’ve already provided) , along with your contact number and email address to update our records accordingly. | |
| Kirk Thirapatpibul | Where would Mark send the email to? | 1:27:55 AM |
| Abhay Kumar Saraswat | support@acecloudhosting.com | 1:28:10 AM |
| Kirk Thirapatpibul | Ok, and he just basically say in the email to transfer account owner to Kirk Thirapatpibul + phone# + email? | 1:28:42 AM |
| Abhay Kumar Saraswat | Correct. | 1:28:50 AM |
| | But please ensure that the email is sent only from the registered address , i.e., mseu@uscalibration.com | 1:30:28 AM |
| Kirk Thirapatpibul | Once I become the account owner, I can add a new user and remove mark myself right? | 1:30:32 AM |

| | | |
|-------------------------|--|------------|
| Abhay Kumar Saraswat | Right, you can enroll yourself on MyPortal tool and manage all the users under this account. | 1:31:09 AM |
| | Is there anything else I may help you with ? | 1:31:51 AM |
| Kirk Thirapatpibul | that's it for now | 1:32:07 AM |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. | 1:32:40 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at 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> | 1:32:43 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 1:32:49 AM |

Abhay Kumar Saraswat has ended this chat session

1:32:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jun, 7:39:30 PM

#77898 jennifer
Email: jennifer@beckleyandassociates.com
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: PLANO
State: Texas
Country: UNITED STATES

| | | |
|----------|---|-------------------|
| jennifer | Hello, I am your Acebuddy | 5 Jun, 7:39:32 PM |
| Acebuddy | Hello Jennifer Gibbs, I'm your Ace Buddy. I'll be happy to assist you! | 7:39:33 PM |
| | Whom Would You Like to Connect With? | 7:39:33 PM |
| jennifer | Technical Support (QB & App Hosting) | 7:39:36 PM |
| Acebuddy | Welcome to Ace Support. | 7:39:36 PM |
| | Please chose an option : | 7:39:36 PM |
| jennifer | I'd like to report an Issue | 7:39:42 PM |
| Acebuddy | Please select an option! | 7:39:42 PM |
| jennifer | Other Issue | 7:39:47 PM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 7:39:47 PM |
| jennifer | I can't log in | 7:40:29 PM |
| Acebuddy | Please wait while we connect you to a Support Representative | 7:40:29 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 7:40:29 PM |
| | <i>7:40:33 PMjennifer is sharing a file with you</i> <i>image.png - (Size:52.73 KB)</i> | 7:40:33 PM |
| | <i>Ankit accepted the chat transfer request.</i> | 7:41:36 PM |
| Ankit | Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today. | 7:41:41 PM |
| | Hello Jennifer, How are you doing today? | 7:42:03 PM |
| jennifer | Very well, thank you. | 7:42:13 PM |
| Ankit | I deeply apologize for the inconvenience caused to you. | 7:42:24 PM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 7:42:34 PM |
| jennifer | The server name is BeckleyCPA and my user name is Jennifer_G | 7:44:54 PM |
| Ankit | Thanks for the confirmation ! | 7:45:19 PM |
| | Kindly allow me 4-5 minutes to check the same. | 7:45:26 PM |
| | Thank you for your patience. | 7:50:22 PM |
| | May I take the remote access of your local computer? | 7:50:27 PM |
| jennifer | Yes | 7:50:33 PM |
| Ankit | Prior providing the access, I would suggest you to close any important documents at your end. | 7:50:38 PM |
| | https://assist.acecloudhosting.com/join/2052750840 | 7:51:13 PM |
| jennifer | Done | 7:52:16 PM |

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|----------|---|------------|
| Ankit | Please click on the link and yes for the prompts. | 7:52:56 PM |
| | Once we are connected via the remote session, I will inform you before proceeding. | 7:54:21 PM |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold; please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. | 7:56:01 PM |
| jennifer | Understood | 7:56:22 PM |
| | The issue has been resolved, thank you. | 8:00:46 PM |
| Ankit | As per discussion over the remote session, The issue is resolved now. | 8:01:13 PM |
| | Is there anything else I may help you with ? | 8:01:15 PM |
| jennifer | Yes, actually. There is a file/program I need to install on the host, please. | 8:01:50 PM |
| Ankit | Okay. Let me check. | 8:02:16 PM |
| | Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request. | 8:06:51 PM |
| | Also, the registered email for your account with us is : jeff@beckleyandassociates.com and juliette@beckleyandassociates.com | |
| | Once we have an email, we will install the application and share the confirmation over the email. | 8:07:18 PM |
| | Please share the application name and location over email. | 8:07:56 PM |
| | Is there anything else I may help you with ? | 8:08:11 PM |
| | Are we still connected here? | 8:09:20 PM |
| jennifer | Yes, I am still here. I sent an email to support@acecloudhosting as requested, but it would not let me attach the exe file. Do I need to save it somewhere on the host so you can access it? | 8:10:18 PM |
| Ankit | Yes, Please save the file on server and share the location with us. | 8:11:18 PM |
| | As we would need the setup file to proceed with the installation of the application. | 8:12:15 PM |
| | Jennifer, we have noted your request and will proceed accordingly. Once the task is completed, we will share a confirmation via email. | 8:14:05 PM |
| jennifer | Thank you again. | 8:14:13 PM |
| Ankit | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 8:14:32 PM |
| jennifer | You too. | 8:14:39 PM |
| Ankit | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>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> | 8:14:40 PM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jun, 11:52:40 PM

#78823 cyd
Email: cyd@thesmaoffice.com 📞 3233043138
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: WEST HOLLYWOOD
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 21 Secs

| | | |
|----------|---|---------------------|
| cyd | Hello, I am your Acebuddy | 30 Jun, 11:52:40 PM |
| Acebuddy | Hello Cyd, I'm your Ace Buddy. I'll be happy to assist you! | 11:52:41 PM |
| | Whom Would You Like to Connect With? | 11:52:41 PM |
| cyd | Technical Support (QB & App Hosting) | 11:52:55 PM |
| Acebuddy | Welcome to Ace Support. | 11:52:55 PM |
| | Please chose an option : | 11:52:55 PM |
| cyd | I'd like to report an Issue | 11:53:04 PM |
| Acebuddy | Please select an option! | 11:53:04 PM |
| cyd | QuickBooks Issue | 11:53:09 PM |
| | | |

| | | |
|----------|---|--------------------|
| Acebuddy | What type of QuickBooks Issue are you facing? | 11:53:09 PM |
| cyd | QuickBooks is Frozen | 11:53:13 PM |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks | 11:53:14 PM |
| | Was that helpful? | 11:53:14 PM |
| cyd | No | 11:53:52 PM |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. | 11:53:52 PM |
| | <i>Acebuddy (bot) forwarded the chat request</i> | 11:53:52 PM |
| | <i>Yash Ahi accepted the chat transfer request.</i> | 11:54:02 PM |
| Yash Ahi | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today. | 11:54:06 PM |
| cyd | ty Re:[## 723364 ##] QuickBooks Frozen | 11:54:15 PM |
| Yash Ahi | Hi Cyd. How are you doing today? | 11:54:31 PM |
| | I will surely help you with this issue. | 11:54:38 PM |
| | Kindly allow me two minutes to check the same. | 11:54:41 PM |
| cyd | im having a bad day todY | 11:54:44 PM |
| Yash Ahi | I deeply apologize for the inconvenience caused to you. | 11:55:14 PM |
| cyd | TY | 11:55:27 PM |
| Yash Ahi | May I take the remote access of your server to show you how you can close QB when it is frozen? | 11:56:59 PM |
| cyd | yes | 11:57:20 PM |
| Yash Ahi | Alright, I am sending you a remote request. | 11:57:34 PM |
| | Please accept the request. | 11:57:50 PM |
| | Can you see the Black icon on the taskbar? | 11:58:15 PM |
| | You can click on that and close QB forcefully. | 11:58:27 PM |
| cyd | yes i answ yes | 11:58:31 PM |
| Yash Ahi | Alright. | 11:58:40 PM |
| | Is there anything else I may help you with ? | 11:58:42 PM |
| cyd | wait | 11:58:48 PM |
| Yash Ahi | Sure | 11:58:53 PM |
| cyd | do we know if it wont do it again? | 11:59:02 PM |
| Yash Ahi | Well were you trying to perform any specific task? | 11:59:55 PM |
| | or is it just random? | 1 Jul, 12:00:02 AM |
| cyd | just trying to work | 12:00:06 AM |
| | it looks ok now | 12:00:13 AM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jun, 8:52:45 AM

#77824 Omprakash Ahuja
Email: prakash@om-hospitality.com 📞 12817724678
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 58 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 10 Secs

| | | |
|-----------------|---|-------------------|
| Omprakash Ahuja | Hello, I am your Acebuddy | 4 Jun, 8:52:47 AM |
| Acebuddy | Hello Omprakash Ahuja, I'm your Ace Buddy. I'll be happy to assist you! | 8:52:48 AM |
| | Whom Would You Like to Connect With? | 8:52:48 AM |
| Omprakash Ahuja | Technical Support (QB & App Hosting) | 8:52:58 AM |
| Acebuddy | Welcome to Ace Support. | 8:52:58 AM |
| | Please chose an option : | 8:52:58 AM |
| Omprakash Ahuja | I'd like to report an Issue | 8:53:05 AM |
| Acebuddy | Please select an option! | 8:53:05 AM |
| Omprakash Ahuja | Other Issue | 8:53:13 AM |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! | 8:53:13 AM |
| Omprakash Ahuja | Today when I logged in said C drive was running out of space. Can you please clean the drive and or add some space to our hosting | 8:54:59 AM |
| Acebuddy | Please wait while we connect you to a Support Representative | 8:55:00 AM |
| | Acebuddy (bot) forwarded the chat request | 8:55:00 AM |
| | Tushar accepted the chat transfer request. | 8:55:12 AM |
| | | |

| | | |
|-----------------|---|------------|
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. | 8:55:20 AM |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? | 8:55:29 AM |
| Omprakash Ahuja | MERLIN | 8:56:27 AM |
| | Juuhi Ahuja | 8:56:36 AM |
| Tushar | Thank you for the details. (Edited) | 8:56:52 AM |
| | Currently your C drive capacity is 60 GB out of which only 4 GB is available which is at 8% this will cause server slowness issue, I will try to clean some space for you now. | 8:58:17 AM |
| Omprakash Ahuja | Thank you | 8:58:32 AM |
| Tushar | I would recommend you as well to delete unwanted files in your desktop, download and documents folder. | 8:59:16 AM |
| Omprakash Ahuja | I will try and clean up tomorrow as well, do I have to do it under both logins? | 9:00:04 AM |
| | The data is on a different drive, correct? | 9:00:42 AM |
| Tushar | Yes, in each user profile. | 9:01:02 AM |
| Omprakash Ahuja | Ok | 9:01:12 AM |
| Tushar | Yes, the data is on D drive. | 9:01:21 AM |
| Omprakash Ahuja | How much would it cost to add more drive space | 9:01:36 AM |
| Tushar | I was able to free up only 800 MB which is 0.8 GB | 9:01:56 AM |
| | It did not make any huge impact. | 9:02:14 AM |
| | Plan 1: 200 GB - \$120/month Plan 2: 100 GB - \$60/month Plan 3: 80 GB - \$50/month Plan 4: 60 GB - \$40/month Plan 5: 40 GB - \$28/month Plan 6: 20 GB - \$15/month | 9:03:31 AM |
| | These are the plans which we offer. | 9:03:45 AM |
| Omprakash Ahuja | So we are currently on the \$40 a month plan? | 9:04:15 AM |
| Tushar | These are the add on pricing, the storage offered to you on the time of joining with us would be different. | 9:05:46 AM |
| Omprakash Ahuja | Does the C drive have a windows.old folder which can be cleaned | 9:05:47 AM |
| Tushar | I checked that too as well, all the files which could be delete on the server are removed. | 9:06:59 AM |
| Omprakash Ahuja | Can you please add 20 gb space to our C drive for the additional \$15 a month | 9:07:15 AM |
| Tushar | Sure I can but for that we will need an email from you to accept I will share it with you shortly. | 9:07:58 AM |
| Omprakash Ahuja | Can you tell me how much space is used by each profile | 9:08:08 AM |
| | That way I will know how much space I can clear up | 9:08:42 AM |
| Tushar | Sure I can. | 9:09:53 AM |
| | | |

| | | |
|-----------------|--|------------|
| | Also, I have emailed you just now. | 9:10:08 AM |
| Omprakash Ahuja | Got the email | 9:11:01 AM |
| | Once I know how much is used by each profile can decide whether we need to add and which plan | 9:11:48 AM |
| Tushar | I'm currently working on it will share the usage of profile data shortly. | 9:12:25 AM |
| Omprakash Ahuja | Thanks | 9:12:33 AM |
| | <i>9:15:49 AM</i> Tushar is sharing a file with you image.png - (Size:12.34 KB) <i>user profile Juhi is using around 2.36 GB</i> | 9:15:49 AM |
| | <i>9:16:41 AM</i> Tushar is sharing a file with you image.png - (Size:11.36 KB) <i>and user profile ABICCPA is using 1.93 GB</i> | 9:16:41 AM |
| | Tushar that is not much disk space being consumed, however I am not sure on the number of folders and files, probably most of these are system files | 9:18:33 AM |
| | Cleaning the profile may not net us much space | 9:19:22 AM |
| Tushar | Yes, most of these are system files which increases by time with new latest updates for the server as well as application are also consuming the space. | 9:19:49 AM |
| | Yes, but we encourage our users to delete unwanted profile data time to time. | 9:20:59 AM |
| Omprakash Ahuja | That would be only user saved files , correct | 9:21:45 AM |
| Tushar | Yes. | 9:22:27 AM |
| Omprakash Ahuja | As I cannot see the C drive hence all the questions | 9:22:34 AM |
| Tushar | System also creates some necessary files that are important. | 9:22:59 AM |
| | I totally understand. | 9:23:14 AM |
| | Let me share a detailed screenshot with you | 9:23:27 AM |
| Omprakash Ahuja | So will respond back to your email to add 20 gb of space, can you please take care of it today | 9:23:37 AM |
| Tushar | you will then get an idea of space utilization. | 9:23:45 AM |
| | Yes as soon as we get the approval on email, I will add the additional space. | 9:24:16 AM |
| Omprakash Ahuja | Sent | 9:24:32 AM |
| Tushar | Thank you for the approval, I have increased the storage the current storage is now at around 80 GB of which 25.54 GB is available space that is 31%. | 9:27:45 AM |
| Omprakash Ahuja | All the data on D drive is backed up y'all, correct? So I don't have to run intuit data protect? | 9:28:11 AM |
| Tushar | We back up whole server data once a day including your D Drive too. | 9:29:00 AM |
| Omprakash Ahuja | Because although I have that free option of using intuit data protect, it fails to run most of the time, probably due to some restrictions on the server | 9:29:58 AM |
| | Perfect | 9:30:11 AM |

| | | |
|-----------------|--|------------|
| Tushar | Is there anything else I may help you with ? | 9:30:20 AM |
| Omprakash Ahuja | Nope, thank you for all your help | 9:30:39 AM |
| Tushar | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. | 9:30:44 AM |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. | 9:30:47 AM |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at 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> | 9:30:54 AM |
| | <i>Tushar has ended this chat session</i> | 9:30:58 AM |

