

Name	Date Time	Message
Kirk	5/9/2022 1:15 PM	Program will not open.. Yes we ran Tool Hub, No it did not fix the 6175,0 problem..
Assistant	5/9/2022 1:16 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Kirk	5/9/2022 1:16 PM	Program will not open.. Yes we ran Tool Hub, No it did not fix the 6175,0 problem..
Assistant	5/9/2022 1:16 PM	Help is on the way. You've got a spot in line.
Assistant	5/9/2022 1:20 PM	Jeffrey has joined the chat
Jeffrey	5/9/2022 1:21 PM	Hi! Thank you for messaging Intuit Payroll Desktop Support. Pleased to meet you online. My name is Patty. How are you doing today?
Jeffrey	5/9/2022 1:21 PM	Nice meeting you online :)
Kirk	5/9/2022 1:23 PM	Hello, We are getting an error opening the company file on more than one computer. It states it's already opened on another PC. We have never had an issue before. The file is stored on the server and the server is set to host.
Jeffrey	5/9/2022 1:25 PM	Let me pull up your account here first to better assist you with your concern. On your QuickBooks Desktop, can you press on F2 or CTRL 1. Please provide me the license number and as well as the numbers showing on Total Names and Total items on your list information at the right side of the box.
Kirk	5/9/2022 1:25 PM	2116-1042-9480-888
Kirk	5/9/2022 1:27 PM	I don't see total names and items
Jeffrey	5/9/2022 1:29 PM	You can be able to see the the product information after pressing F2 or CTRL 1 on your keyboard.
Kirk	5/9/2022 1:29 PM	yes. That's how I gave you the license #
Jeffrey	5/9/2022 1:29 PM	Please look the the list information box located at the lower right corner on your screen.
Kirk	5/9/2022 1:30 PM	There's nothing in the list information box.
Kirk	5/9/2022 1:33 PM	Is this the right department? I'm looking to reactivate multi-user access.
Jeffrey	5/9/2022 1:34 PM	I see, are the computers on the same location?
Kirk	5/9/2022 1:35 PM	Yes. Nothing has changed. They were working. And then they weren't. Now it will only open on one PC at a time.
Kirk	5/9/2022 1:35 PM	The company file is stored on the server
Jeffrey	5/9/2022 1:36 PM	Did you able to set up multi user?
Jeffrey	5/9/2022 1:36 PM	or not yet?
Kirk	5/9/2022 1:37 PM	quickbooks server manager states QBDBMgrN not running.
Kirk	5/9/2022 1:37 PM	Like I said. We have been using this on multiple PC's for years. It has been working... And then is hasn't.
Kirk	5/9/2022 1:38 PM	hasn't*
Assistant	5/9/2022 1:39 PM	Jeffrey has left the chat
Kirk	5/9/2022 1:39 PM	Is there some way to enable multi-user mode in each software seperately?
Assistant	5/9/2022 1:39 PM	This chat session has expired. Please start a new chat session
Assistant	5/9/2022 1:39 PM	Chat has ended!

Program will not open.. Yes we ran Tool Hub, No it did not fix the 6175,0 problem.. and your CSR's have disconnected us twice...