



Антон Ан &lt;toha.chan@gmail.com&gt;

**[Decentral] Re: Wrong balance**

Писем: 6

**Raz (Support)** <info@jaxx.io>  
Ответить: Support <info@jaxx.io>  
Кому: Toha Chan <toha.chan@gmail.com>

24 ноября 2017 г., 16:20

##- Please type your reply above this line -##

Your request (53936) has been updated. To add additional comments, reply to this email.

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Raz     **Raz (Decentral)**  
Nov 24, 04:20 EST

Hi Toha Chan,

We believe the issues you are experiencing may be due to an outdated iOS app.

Our latest iOS version is still in the Apple review process. As soon as the update is released by Apple, we will have the update in the AppStore and make it available to our users.

We'll update you when the iOS version is live. In the meantime maybe you could use our Chrome extension which has been fully updated recently. You can pair your wallet to the Chrome extension (or any other platform) by using your 12-word Backup Phrase.

Thank you for your understanding!

Raz

Jaxx Customer Success Team

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Toha Chan     **Toha Chan**  
Nov 24, 00:30 EST

Hi!  
I have wrong balance on my DASH wallet.  
XpSDDQmFKoZR2cvtUNtYP7MmNVXzUkT8Fh

as you can see here

<https://chainz.cryptoid.info/dash/address.dws?XwjijqGSPgjHAS3YtM6tUV4ZbrS5BuxLzE5.htm>

the real balance should be 0.25796309 DASH because that's how much been received. You can also see, that i've send 0.21844473 DASH from this wallet. And it is because that was the amount of DASH according to Jaxx App.

What i'm saying is i saw only 0.21844473 on my balance and i can withdraw only it. My question is, where is the rest 0.03951836 DASH? because after i send 0.21844473 from Jaxx i see 0.00

Transaction history doesn't work in Jaxx App by the way

This email is a service from Decentral. Delivered by Zendesk

[QLLEEG-YMM4]

**Anton An** <toha.chan@gmail.com>  
Komy: Support <info@jaxx.io>

24 ноября 2017 г., 20:34

Thank you for your answer!

I've installed chrome plugin as you recommended. It seems that transactions are shown there, but balance is still doesn't mach.

1. In transactions list amounts is a bit smaller than it should be
2. There is 1 missing transaction from 21.11.2017

The screenshot shows the Dash Blockchain Explorer website on the left and the Jaxx App interface on the right. The website displays details for a specific Dash address, including its balance (0.03951836 DASH) and a list of transactions. The Jaxx App shows the user's current Dash address, a QR code, and a transaction history. Red arrows and text annotations highlight discrepancies between the two sources.

**Details for Address**

Field	Value
Address	XwjiqGSPgiHAS3YIM6tUV4ZbrS5BuxLzE5
Balance	0.03951836 DASH
Rich List	Rank 207887 at block 776057 with 0.03951836 DASH
Guessed Wallet	1 addresses
Received	0.25796309 DASH in 6 transactions
Sent	0.21844473 DASH in 1 transactions

**Transactions**

Hash	Block	Date/Time	Amount	Balance
8da226694381aa71 ...	775463	2017-11-23 17:18:04	- 0.21844473 DASH	0.03951836 DASH
c11096e068edd907 ...	775326	2017-11-23 11:08:51	+ 0.03652351 DASH	0.25796309 DASH
714da9426e56a607 ...	774758	2017-11-22 10:15:26	+ 0.03767887 DASH	0.22143958 DASH
04afc775f5c01f10 ...	774264	2017-11-21 12:42:33	+ 0.03951836 DASH	0.18376071 DASH
63e87c3b3c7a9689 ...	773707	2017-11-20 12:24:19	+ 0.04201149 DASH	0.14424235 DASH
53911a60e616f100 ...	773196	2017-11-19 13:58:33	+ 0.04142172 DASH	0.10223086 DASH
66218f913da5f0e ...	772603	2017-11-18 11:58:53	+ 0.06080914 DASH	0.06080914 DASH

**Jaxx App Transaction History:**

Date	Time	Amount
Nov 22 2017	10:15 AM	+0.03640 DASH
Nov 20 2017	12:24 PM	+0.03851 DASH
Nov 19 2017	01:58 PM	+0.03771 DASH
Nov 18 2017	11:58 AM	+0.05566 DASH

Annotations: "Here should be 1 more transaction from 21.11.2017" points to the missing transaction in the Jaxx app history. "Amounts doesn't mach" points to the discrepancy in the balance and transaction amounts between the website and the app.

[Цитируемый текст скрыт]

**Pas (Support)** <info@jaxx.io>  
Ответить: Support <info@jaxx.io>  
Кому: Toha Chan <toha.chan@gmail.com>

28 ноября 2017 г., 22:18

##- Please type your reply above this line -##

Your request (55285) has been updated. To add additional comments, reply to this email.

Pas Pas (Decentral)

Nov 28, 10:18 EST

Hi there,

You have opened multiple requests on the same matter and we've merged them together so that information is consolidated in one thread.

Please always respond to active cases if on the same subject to avoid delays in our team's answers.

Thank you,

Jaxx Customer Success Team

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Toha  
Chan

**Toha Chan**

Nov 28, 03:06 EST

Hi! i have problem that described in ticket 53936  
i've answered to support by E-mail to that ticket and still don't have answer or  
sulation

Here is some screenshot

<http://prntscr.com/hg7qbf>

Please help me to restore my lost balance

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This email is a service from Decentral. Delivered by Zendesk

[W55P78-3WE8]

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**Pas (Support)** <info@jaxx.io>  
Ответить: Support <info@jaxx.io>  
Кому: Toha Chan <toha.chan@gmail.com>

28 ноября 2017 г., 22:18

##- Please type your reply above this line -##

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Pas

**Pas (Decentral)**

Nov 28, 10:18 EST

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Jaxx Customer Success Team

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Toha  
Chan

**Toha Chan**

Nov 24, 08:34 EST

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Attachment(s)

[image.png](#)

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Raz

**Raz (Decentral)**

Nov 24, 04:20 EST

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[QLLEEG-YMM4]

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**Anton An** <toha.chan@gmail.com>  
Komy: Support <info@jaxx.io>

29 ноября 2017 г., 0:00

> Hi there,

You have opened multiple requests on the same matter and we've merged them together so that information is consolidated in one thread.

Please always respond to active cases if on the same subject to avoid delays in our team's answers.

Thank you,

Jaxx Customer Success Team

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Well that is just because you've been ignoring my messages from another ticket. Anyway, your message about me opening multiple requests still didn't solve my problem. Can you help me with wrong balance on my account please?

[Цитируемый текст скрыт]

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**Anton An** <toha.chan@gmail.com>  
Komy: Support <info@jaxx.io>

30 ноября 2017 г., 11:53

Good day.

Do you have any news about my issue?

[Цитируемый текст скрыт]