AI Builder troubleshooting

AEserver AI Builder · https://www.aeserver.com/support/ai-builder-troubleshooting/

Most AI Builder problems have a quick fix. Find yours below; if it is not here, our support team is available 24/7.

Open AI Builder brings me back to the service page

The builder only opens for an **Active** service. Check the status at the top of your service page:

- **Pending:** the order or upgrade invoice has not been paid yet. Pay it from **Billing > My Invoices**.
- **Suspended:** usually an overdue invoice. Paying it reactivates the service.
- **Active, but you signed in as a contact:** see the next question.

I am a contact on someone else's account

Contacts (sub-accounts) can only do what the account owner allows. Ask the owner to give you these permissions under **Account > Contacts**:

To do this	You need
Open the builder	Perform Single Sign-On
Start a Free plan or change plan	Place New Orders/Upgrades/Cancellations
Add billing details when upgrading	Modify Master Account Profile

It says I already have a Free plan

Each account can have one Free plan, ever, including one that was later upgraded or cancelled. Choose Maker or Creator instead: Upgrade or change your AI Builder plan.

The sign-up page says my email is already registered

You already have an AEserver account. Log in at **my.aeserver.com** with that email (use **Forgot password** if needed). You are brought back to finish, and the idea you typed is kept.

The AI is stuck or taking too long

1. If there is no progress for 10 to 15 minutes, reload the page.
2. If the preview is frozen, use **Rebuild Preview** or **Restart App** in the preview toolbar.
3. If the last change broke something, open **Version history** (the clock icon) and restore an earlier version. This restores your pages and design, not stored data.
4. Still stuck? Contact support with the chat link and roughly when it happened. Credits used by a confirmed stuck session are reviewed.

The AI keeps making the same mistake

Tell it exactly what you did, what you see, and what should happen instead. Break big requests into smaller ones: each request can only take so many steps, so very large ones may be left unfinished. See Writing a great prompt for AI Builder.

My credits ran out or are going fast

See How AI Builder credits work for how to check your balance, make credits go further, and ask for a credit review when a response failed.

Publishing or my domain is not working

See Publish your site and connect your own domain.

Contacting support

Our team is available 24/7 by live chat and support ticket. Contact us. To help us help you faster, include:

- The email address on your AEserver account
- The link to your project or chat (copy it from your browser's address bar)
- What you were doing, what you see, and what you expected to happen

Try AEserver AI Builder free500,000 credits to try it with your own idea, no card needed. Start building.