Date: 2022-04-02 03:23:31 +08
To: All Customers
From: Remote Support
        A secure, encrypted connection has been established.

Date: 2022-04-02 03:23:43 +08
To: All Customers
From: Remote Support
        The customer permitted this session to be recorded.

Date: 2022-04-02 03:23:43 +08
To: All Customers
From: Remote Support
        Your support representative will be with you shortly. This session may be recorded for quality assurance.

Date: 2022-04-02 03:23:56 +08
To: Everyone
From: Remote Support
        KASHYAP (Adobe) can now have full access to customer's computer.

Date: 2022-04-02 03:24:23 +08
To: Everyone
From: Remote Support
        The elevation attempt failed.

Date: 2022-04-02 03:24:47 +08
To: Everyone
From: KASHYAP (Adobe)
        Thank you for helping me gain access to your computer.

Date: 2022-04-02 03:24:55 +08
To: Everyone
From: Chandra Seidnitzer
        welcome

Date: 2022-04-02 03:25:09 +08
To: Everyone
From: KASHYAP (Adobe)
        Could you please show me what has been happening?

Date: 2022-04-02 03:25:28 +08
To: Everyone
From: Chandra Seidnitzer
        yes

Date: 2022-04-02 03:26:02 +08
To: Everyone
From: Chandra Seidnitzer

assuming that you can see my screen?

Date: 2022-04-02 03:26:33 +08
To: Everyone
From: KASHYAP (Adobe)
Yes, I can see your screen, before you proceed, may I know if you are using your work computer and also if you are connected to the VPN?

Date: 2022-04-02 03:26:45 +08
To: Everyone
From: Chandra Seidnitzer
yes and yes

Date: 2022-04-02 03:26:56 +08
To: Everyone
From: KASHYAP (Adobe)
Could you please disconnect the VPN for a while?

Date: 2022-04-02 03:27:23 +08
To: Everyone
From: KASHYAP (Adobe)
Thank you, allow me a moment.

Date: 2022-04-02 03:29:01 +08
To: Everyone
From: KASHYAP (Adobe)
Please try it now.

Date: 2022-04-02 03:29:47 +08
To: Everyone
From: Chandra Seidnitzer
you see that?

Date: 2022-04-02 03:29:51 +08
To: Everyone
From: KASHYAP (Adobe)
You would need to download the files from your outlook before you could combine them.

Date: 2022-04-02 03:30:31 +08
To: Everyone
From: KASHYAP (Adobe)
Please save it on your computer.

Date: 2022-04-02 03:30:42 +08
To: Everyone
From: KASHYAP (Adobe)
Not on a internet storage, just to check it

Date: 2022-04-02 03:32:17 +08

To: Everyone
From: Chandra Seidnitzer
	I will do it for the test but have never had to before. and the export fpdf was not working and I was selecting that from a saved file
---
Date: 2022-04-02 03:32:24 +08
To: Everyone
From: KASHYAP (Adobe)
	I understand but since we are trying to figure out why it could be happening, I am following a few basic steps.

Date: 2022-04-02 03:36:08 +08
To: Everyone
From: KASHYAP (Adobe)
	Let me uninstall the applications and install it back.

Date: 2022-04-02 03:36:19 +08
To: Everyone
From: Chandra Seidnitzer
	ok

Date: 2022-04-02 03:37:35 +08
To: Everyone
From: KASHYAP (Adobe)
	May I know if you have access to any other computer?

Date: 2022-04-02 03:37:55 +08
To: Everyone
From: Chandra Seidnitzer
	I can access my personal computer

Date: 2022-04-02 03:38:08 +08
To: Everyone
From: KASHYAP (Adobe)
	Sure, could you please try it on your personal computer once to check if it works?

Date: 2022-04-02 03:38:39 +08
To: Everyone
From: Chandra Seidnitzer
	ok

Date: 2022-04-02 03:39:26 +08
To: Everyone
From: KASHYAP (Adobe)
	Thank you, please check it and let me know if it works.

Date: 2022-04-02 03:41:11 +08
To: Everyone
From: KASHYAP (Adobe)

Please sign in here.

Date: 2022-04-02 03:42:04 +08
To: Everyone
From: Chandra Seidnitzer
still trying it on my persoanl

Date: 2022-04-02 03:43:05 +08
To: Everyone
From: Chandra Seidnitzer
Failed on personal laptop too

Date: 2022-04-02 03:45:19 +08
To: Everyone
From: KASHYAP (Adobe)
I understand, in this case it could be an issue with the account, let me check with my resources too.

Date: 2022-04-02 03:45:27 +08
To: Everyone
From: Chandra Seidnitzer
ok

Date: 2022-04-02 03:52:20 +08
To: Everyone
From: KASHYAP (Adobe)
I am here, checking with my resources why it could be happening
---
Date: 2022-04-02 03:52:44 +08
To: Everyone
From: Chandra Seidnitzer
ok - like I said it was fine yesterday evening

Date: 2022-04-02 03:54:01 +08
To: Everyone
From: KASHYAP (Adobe)
I understand, after yesterday evening, may I know if you made any changes to your Adobe account?

Date: 2022-04-02 03:55:57 +08
To: Everyone
From: Chandra Seidnitzer
Last week I did try to sign up for the 7 day trial for the acrobat DC then changed my mind and quit it that very same day. That is all
---
Date: 2022-04-02 03:56:12 +08
To: Everyone
From: Chandra Seidnitzer
But I still had the paid pdf pack subscription so....

Date: 2022-04-02 03:56:33 +08
To: Everyone
From: KASHYAP (Adobe)
        I do not see a problem with the subscription, it all looks good on your account.

Date: 2022-04-02 03:57:25 +08
To: Everyone
From: KASHYAP (Adobe)
        Since this is your work computer, would it be okay for me to connect to your personal computer so I can try some steps there?

Date: 2022-04-02 03:58:52 +08
To: Everyone
From: Chandra Seidnitzer
        you can try but I think we just need to redo the account
---
Date: 2022-04-02 03:59:19 +08
To: Everyone
From: KASHYAP (Adobe)
        I understand, but we can give it a try.

Date: 2022-04-02 03:59:38 +08
To: Everyone
From: Chandra Seidnitzer
        so what do you need from me?

Date: 2022-04-02 03:59:50 +08
To: Everyone
From: KASHYAP (Adobe)
        https://screen.share.adobe.com

Please open this link on your personal computer and then enter this session key when prompted.
1834953

Date: 2022-04-02 04:23:05 +08
To: All Customers
From: Remote Support
        KASHYAP (Adobe) sent a [nudge].

Date: 2022-04-02 04:23:13 +08
To: Everyone
From: KASHYAP (Adobe)
        Please enter the pin on the computer

Date: 2022-04-02 04:24:35 +08
To: Everyone
From: KASHYAP (Adobe)
        Since it is not working on the master admin too, I would suggest you to post

a query on our forums and our specialists would be able to help you with this.

Forum link: https://community.adobe.com/

Date: 2022-04-02 04:25:27 +08
To: Everyone
From: Chandra Seidnitzer
        I really need to get this working. I am paying for something that I cannot use so what other options are there
---
Date: 2022-04-02 04:25:47 +08
To: Everyone
From: Chandra Seidnitzer
        to just post in a random community with no one haveing ownership of my issue is not ideal
---
Date: 2022-04-02 04:26:15 +08
To: Everyone
From: KASHYAP (Adobe)
        I understand but I have tried all the steps possible but since it is not working, I am afraid you may have to post a question and our specialists will definitely help you with this further.

Date: 2022-04-02 04:26:33 +08
To: Everyone
From: Chandra Seidnitzer
        good gracious - ok

Date: 2022-04-02 04:26:39 +08
To: Everyone
From: Chandra Seidnitzer
        do yu know what their ETA is?

Date: 2022-04-02 04:26:59 +08
To: Everyone
From: Chandra Seidnitzer
        and what forum do i choose?

Date: 2022-04-02 04:27:02 +08
To: Everyone
From: KASHYAP (Adobe)
        We do not have an ETA as such but they would replay at the earliest.

Date: 2022-04-02 04:27:34 +08
To: Everyone
From: KASHYAP (Adobe)
        Please post it here.l

Date: 2022-04-02 04:27:42 +08
To: Everyone

From: Chandra Seidnitzer
ok thanks

Date: 2022-04-02 04:28:07 +08
To: Everyone
From: KASHYAP (Adobe)
You're welcome, I wish you have a good rest of the day.