

From: sarah.johnson@acmecompany.com
To: ithelp@acmecompany.com
Subject: Re: Software Licensing Query - Resolved
Date: 2023-05-15 14:32:21

Thank you so much for your help! I've successfully installed Adobe Creative Suite now. I really appreciate your quick response and clear explanation of our licensing situation.

Best regards,
Sarah

From: ithelp@acmecompany.com
To: sarah.johnson@acmecompany.com
Subject: Re: Software Licensing Query
Date: 2023-05-15 13:45:09

Hello Sarah,

I'm glad I could help clarify the licensing situation for you. You're correct that we have a company-wide license for Adobe Creative Suite, which covers your use. The reason you couldn't initially install it was due to a recent update in our license management system that temporarily disconnected some user accounts from the license server.

I've reset your account's connection to the license server, which should resolve the issue. Please try installing Adobe Creative Suite again, and let me know if you encounter any further problems.

Best regards,
Tom
IT Support

From: sarah.johnson@acmecompany.com
To: ithelp@acmecompany.com

Subject: Re: Software Licensing Query
Date: 2023-05-15 11:23:45

Hi Tom,

Thank you for the quick response. I thought we had a company-wide license for Adobe Creative Suite. Is that not the case? I've been able to use it before, but now I can't seem to install it on my new laptop.

Thanks,
Sarah

From: ithelp@acmecompany.com
To: sarah.johnson@acmecompany.com
Subject: Re: Software Licensing Query
Date: 2023-05-15 10:05:32

Hello Sarah,

Thank you for reaching out about the software licensing query. I'd be happy to help you with this.

Could you please provide me with more details about which software you're trying to install? Also, if you're getting any specific error messages when attempting to install, please include those as well.

Once I have this information, I'll be able to check our licensing agreements and help you get the software installed.

Best regards,
Tom
IT Support

From: sarah.johnson@acmecompany.com
To: ithelp@acmecompany.com
Subject: Software Licensing Query
Date: 2023-05-15 09:30:15

Hello IT Support,

I'm trying to install some software on my new work laptop, but I'm not sure if we have the proper licensing for it. Can you help me understand what software licenses we have available?

Thanks,
Sarah Johnson
Marketing Department