GSD. Global – Mobile Phone – Profile Installation Failed Error on iOS Device

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General Information:

Possible symptoms/errors:

If user has deleted the MobileIron application and they are attempting to install it again by using a newly provided PIN, "Profile Installation Failed" error appears on iOS Device

Alternative names of the system:

Profile Installation FailedMobileIronPIN

IMPORTANT NOTICE:

This article is relevant for iOS users!

Solution:

The error "Profile Installation Failed" can appear on user's iOS device if they have deleted the MobileIron application and you are attempting to install it again by using a newly provided PIN.

Troubleshooting:

Advise user to delete the old profile via their device's Settings.

Then, user must go to General > Device Management.

Inform user to select the profile Fresenius,

And Tap on Remove Management.

Advise user to tap on Remove once prompted.

Once the old profile is removed, user needs to re-enroll the device. For more detailed information in re-enrollment of the device, refer user to How to Setup Ivanti Mobile Iron for iOS Device?

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

How to re-enroll an iOS device in MobileIron App:
https://fmcna.service-now.com/sp?id=kb_article&sysparm;_article=KB0039384