MobileIron iOS Device cannot receive email and devices blocked due to OS Update policy.

This article are relevant to iOS/iPad Users only

Step-by-step guide

This Article is only relevant if you have a mail sync issue on the iOS device.

Step 1:

Please update your device to the latest ios 16 version . Its important.

Step2:

After that please do following steps:

1.) Go to Settings , then Safari and there please clear "Clear history and website data".2.) Force restart the device (see here for the iPad: https://support.apple.com/de-de/guide/ipad/ipad9955c007/15.0/ipados/15.0 and here for the iPhone https://support.apple.com/de-de/guide/iphone/iph8903c3ee6/ios).3.) After the reboot, launch the Ivanti Mobile@Work App -> click on bottom right "Settings" (Einstellungen) -> click on it -> click on "Troubleshooting" (Fehlerbehebung) at the top and then "Check for updates / Updates ". Then close the Mobile@work App.4.) Start the Tunnel App -> Try to start the VPN connection with the on / off button in the app. press this 2-3 times and let it active, then close the app.5.) Start the Web @ work app and check if you can open the intranet site.6.) Launch the Docs @ work app, wait and close it after it has fully loaded.7.) Launch Apps @ work app. Accept the certificate if prompted.8.) Close all open apps in the background.9.) Start native Mail App and check if it is working. Maybe you need to wait a little bit so that it will be synced to the MDM system.10.) if it is not working, please do the steps to renew Password for Mail Account.

Step3:

To Renew Password for Mail Account: DE:1.) Einstellungen öffnen --> 2.) Mail öffnen --> 3.) Accounts auswählen--> 4.) Fresenius Mail auswählen --> 5.) "Passwort erneut eingeben" klicken --> 6.) bei der Seite für ADFS5 unten rechts auf das „Safari-Icon" klicken, damit dies im Safari Browser geöffnet wird.Es kann sein das sie nach ihrer Multifaktor Authentifizierung gefragt werden und diese Bestätigen müssen.Falls dies beim ersten Mal nicht funktioniert , die Schritte bitte erneut durchführen.

EN:1.) Open "Settings-App" -->2.) open „Mail" -->3.) choose "Accounts" --> 4.) choose "Fresenius Mail" --> 5.) push "Renew password" --> 6.) on the ADFS error page, push on the bottom the "Safari-Icon" to open in Safari Browser.It could be the you will be ask for your Multifactor authentication and you need to approve it .If it is not working at the first time, please repeat the steps.

Step 4:

Please also check the settings for standard account for the native apps.