GSD. How to manage Contact Sync issues on iOS Device

Article ID: KB0039422
Created: 2024-12-19 13:59:44
Updated: 2025-01-23 16:32:32
Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',
'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/50a39c48c3ca1a100acd33001501314c',
'value': '50a39c48c3ca1a100acd33001501314c'}

General Information:

Possible symptoms/errors:

User is facing contact synchronization issues on the iOS deviceUser is facing contact synchronization issues on Intune registered iOS device

Alternative names of the system:

N/A

IMPORTANT NOTICE:

The article below should be used only for Intune registered devices

Solution:

Ask the user to force restart the device:Ipad:
https://support.apple.com/guide/ipad/force-restart-ipad-ipad9955c007/ipados Iphone:
https://support.apple.com/guide/iphone/force-restart-iphone-iph8903c3ee6/iosAfter restart of the
device, please ask the user to start the Company Portal App. Sign-in if necessary and, click on the
bottom to Devices.

Choose Device that you're currently using and click on Check status. Wait for confirming the device settings.

After that, ask user to close Company portal app and open Defender App. Login if necessary. Accept and approve all messages.Click on Tunnel. Then click on Fresenius PerAppVPN Tunnel and check if Connect on demand is activated and ask user to close App.

Open Settings App and search for Safari. Click on it. Look for Clear History and Website Data click on it and delete all Browser data.

Open Settings App --> search for Contacts --> check if Default account is set to Corporate Contacts (Fresenius Account), if not please set to Corporate Contacts.

Check also in the same Settings of Contacts under Accounts, if there is Corporate Contacts.Sometimes user will see above a blue button Re-enter password, if this is visible, ask user to click on it to verify their password again.After it is activated, user should see their Contacts.

NOTE: If an error comes up on the ADFS error page, ask user to push on the bottom the Safari-Icon to open in Safari Browser. Multifactor authentication request may appear so ask user to approve it.

Last step may be Contact App check. To do so advise user to

open Contact App click on upper left corner to Groupscheck if Corporate Contacts are activated.

If not, advise the user to activate it.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A