GSD. Global – Mobile Phone - Calendar invitation sync issues on iOS

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General Information:

Possible symptoms/errors:

User has problem with calendar invitation synchronization on iOS device.

Alternative names of the system:

App StoreIntuneCompany Portal

IMPORTANT NOTICE:

N/A

Solution:

If user's calendar synchronization does not work, they will not be able to answer event invitations via their Apple iOS mobile device.

Troubleshooting:

Advise user to open Settings

Inform user to tap Mail in the left column, then tap Fresenius Mail on the right side of the screen

User must disable Calendars by tapping the slider

Advise user to tap Delete to confirm

Calendars are now disabled.

Inform user to wait for 10 minutes.

After waiting for 10 minutes, user must enable Calendars again.

Advise user to check if any of the re-occurring calendar entries are scheduled for more than six months. It is not recommended to schedule them longer.

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