GSD. Global – Mobile Phone - Backup iOS Device (iPhone/iPad)

General Information:

Possible symptoms/errors:

User wants to backup their iOS Device.

Alternative names of the system:

BackupiTunesRestore

IMPORTANT NOTICE:

For backing up user's iOS device, they must use iTunes with their Company PC only.

Solution:

Backing up means copying certain files and settings from user's iOS device to their computer. Backing up is one of the best ways to make sure they don't loose the information on their iOS device if it's damaged or misplaced. It's also useful to have a backup if user get a new device and want to transfer their previous settings to it.

iTunes user guide for backing up your device: "Back up your iOS device in iTunes"

Note 1: This is an external link. To be able to access the website user needs internet access rights which they can request in the Service Catalog!

Note 2: The usage of company owned data & device in external cloud-based services like iCloud, Dropbox and so on is generally prohibited.

Back up iOS device

iTunes automatically backs up user's device when they connect it to their computer. But they can also back up their device manually at any time.

Advise user to connect device to the computer they normally sync with

In the iTunes app on their PC, user must click the Device button near the top left of the iTunes window

Advise user to click on Summary, then click on Back Up Now (below Backups).

To encrypt user's backups, they need to select "Encrypt [device] backup", type a password, then click: Set Password

To see the backups stored on their computer, they have to choose Edit > Preferences, and click on: Devices.

Note: Encrypted backups have a lock icon in the list of backups. Inform user to take care that they do not loose this password.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

Back up iOS device in iTunes

https://support.apple.com/guide/itunes/back-up-your-iphone-ipad-or-ipod-touch-itns3280/12.12/windows/10

Service Catalog - Secure Web Access

https://fmcna.service-now.com/sp?id=sc_cat_item&sys;_id=f9e37e6c379d3200a2b8466754990edc