GSD. Mobile Phone - iOS Crashing issues

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General Information:

Possible symptoms/errors:

User's iPhone crashing

Alternative names of the system:

ApplicationMobileIron AppDocs@Work/Web@Work App

IMPORTANT NOTICE:

This article is relevant for iOS users!

Solution:

This article provides fixes when users are experiencing crashing issues with the following:

ApplicationMobileIron AppDocs@Work/Web@Work App

A. Application

Advise user to close all the applications running in the background following How to Close Running Apps in Background in iOS.If users device isn't responding, and they can't turn it off and on, advise them to try forcing it to Restart following How to force Restart iPhone / iPad.

B. MobileIron App

Advise user to upgrade the iOS to last company-released version following How to update iOS.Inform user to remove the MobileIron App from the device and re-install from Apps@Work following How to install and setup MobileIron in iOS device after O365 migration.

C. Docs@Work/Web@Work

Advise user to remove Docs@Work or Web@Work from the device.

Inform the user to open Apps@Work and reinstall Docs@Work and Web@Work.

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 Close Running Apps in Background in iOS:

https://support.apple.com/en-us/HT201330

iPhone Restart:

https://support.apple.com/guide/iphone/iph8903c3ee6/12.0/ios/12.0

iPad Restart:

https://support.apple.com/guide/ipad/restart-ipad-ipad63d30b5a/ipados

How to update iOS:

https://support.apple.com/en-us/HT204204

How to install and setup MobileIron in iOS device after O365 migration:
https://fnc.service-now.com/sp?id=kb_article&sys;_id=07aa90d1db64a700a1a5fd471d9619c5