iOS Known Issues and workarounds

Internal information on mobile iOS issues

Information

Issue #1

Office 365 users report getting multiple meeting response messages.

This issue is caused when iOS 9x users accept meetings on either their iPhones or iPads with the native iOS Exchange Active Sync.

In order to fix this issue, the iOS user (who is sending the meeting acceptance messages) needs to turn off mail and calendar syncing on their mobile device and then turn it back on to stop the flow of the acceptance messages.

On the iOS device - go to Settings - Mail, Contacts, Calendar - Select the account - turn Mail and Calendar Sync Off - Choose “Delete from My Phone”.

Wait a few minutes then turn the Mail and Calendar Sync back On. Note: It will take a while for everything to sync again.

Our general recommendations are:

When you receive a meeting invite wait a few minutes before accepting or processing it. Allow time for all your devices (phone, desktop, home) to get the message synced to them.

Do NOT accept/respond to meeting invites and updates from your mobile phone or device. Wait until you are at your desktop or log into the web client at Web Mail to respond from there.

Issue #2:

We have seen complaints that Outlook automatically sends meeting updates to the attendees several times a day. When users delete the responses from their Inbox, it triggers another update to attendees. The issue appears when a user creates an appointment in Outlook and includes themselves as an attendee, often because they are the members of a distribution group or a delegate.

Scenario:

1. The iPhone user creates a new appointment in Outlook and uses a distribution group as an attendee; the meeting organizer (iPhone user) is also part of the distribution group.
2. The meeting organizer sends the appointment from Outlook.
3. An attendee accepts the appointment request.
4. The organizer receives the response from the attendee and deletes it from the Inbox.
5. A meeting request update is sent out to all attendees of the meeting.
6. This repeats itself and Outlook continues to send out meeting updates.

Workaround:

When creating a new appointment in Outlook, do not include yourself as an attendee. If you are using a distribution group to invite others, expand that group and remove yourself as an attendee.