

ID: 26

P2 2025-11-17 Edwin not appearing in Mimecast (ID:26)

19/11/25 If he disappears again check the apostrophe issue and log a ticket with locane. Refer cohda-33.txt

Active: True Status: COMPLETED Ticket No.: 173624 Flags (1on1, Exch, ITP): Exch

Cohda-26.txt - 2025-11-17 Edwin not appearing in Mimecast

28/10/25

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11:13 Email to support asking them to re-open 173624.

11:46 Email from Matthew...

I have removed the apostrophe from Edwins last name in his AD object; this was the only place the apostrophe existed and v

As this is NO longer the case, can we please monitor Edwins's access for the next 7 business day to ensure that any update

17/11/25

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13:02 Email from Edwin advising he is not receiving any emails in Outlook

18/11/25

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12:00 locane project meeting - Russell, Stuart, and Matthew reviewed the recurrence of an apostrophe in Edwin's email address, with Matthew detailing the Active Directory and Exchange configuration, removing the apostrophe from the X500 address, and advising to monitor the next sync before logging a support ticket if the issue persists.

19/11/25

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If he disappears from Mimecast again check the apostrophe issue and log a ticket with locane.

20/11/25

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Tried re adding deligation for Edwin to the support@cohdawireless.com email as suggested by locane support but the apostrophie issue had come back.

26/11/25

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Set status to TESTING

7/1/26

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Set status to COMPLETED