

ID: 28

P2 2025-11-18 Edwin not seeing support emails in Outlook365, but OK in OWA (ID:28)

18/11/25. logged ticket with locane. IMS175537. Refer notes for details

Active: True Status: COMPLETED Ticket No.: 175537 Flags (1on1, Exch, ITP): Exch

Cohda-28.txt - Edwin not seeing support emails in Outlook365, but OK in OWA

19/11/25

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Email from Shan @ locan suggesting manually adding the support email to Edwins Outlook cache with instructions. Edwin tried this.

20/11/25

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Received email from locane support suggesting adding the support email to his primary email profile. 10:01 Edwin advised he did this but it made no difference. Plus it works for me and I didnt have to do this. locane also suggested removing from the support email and re-adding him & wait 30min. Couldn't re add him because his apostrophie issue as come back. Refer Cohda-26.txt Fixed edwin's postrophe issue and added him as a deligate to the support account.

21/11/25

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Advised Edwin he has access to support in his out look again. Asked him to confirm he can access support emails as expected. Status set to TESTING
10:28 Email from Edwin saying that he had deleted his cohdawireless account and added it again. "The csupport inbox in outlook then showed all the emails that are in the csupport in OWA"
12:27 Edwin replied saying he still has the issue. Advised Shan@iocane and set the status back to WIP.

24/11/25

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09:41 Reply from Shan, suggesting to blow away Edwin's cache. Need to follow up on this.

25/11/25

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Edwin rebuild cache as per Shan's email. Need to follow up on this.

5/12/25

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Advised locane they can close ticket. Set status to COMPLETED