

ID: 32

P1 2025-11-20 Synchronisation for cohdaireless.onmicrosoft.com has stopped for 24 hours. (ID:32)

20/11/25 logged ticket support@iocane.com. Ref IMS 175586.

Active: True Status: COMPLETED Ticket No.: 175586 Flags (1on1, Exch, ITP): Exch

cohda-32.txt - P1 2025-11-20 Synchronisation for cohdaireless.onmicrosoft.com has stopped for 24 hours. (ID:32)

19/11/25

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Email from Bernd advising he was having issues emailing Paul. The mimecast message he forwarded had gray.paul@cohdaireless.mail.onmicrosoft.com had failed - 5.4.14 - Hop account exceeded.

Also got an email from MSSecurity-noreply@microsoft.com -> CohdaIT - Alert for cohdaireless.onmicrosoft.com advising of a critical alert on one of your AadSyncService instances.

20/11/25

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Logged ticket support@iocane.com.

09:34 Notification from locane. Ref IMS 175586 - Ticket had been created.

10:18 Notification from locane. They restarted the ADSync process. I believe Bernd's email issue may have been a coincidence.

Have Documented this in CohdaIT.chm.

12:31 Refer email from Shan.

23:28 Refer email received from locane support.

Sent email to Bernd confirm he used correct address. Waiting response.

Advised locane they can close 175586.

Also received a notification from mssecurity-noreply@microsoft.com advising synchronization had stopped. Documented this in another cohda task.

21/11/25

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Email from IMS Auto Mailer at 10:31 checked with the following:-

check system log on CW-SVR49.

check Entra connect agent, active and no error

Test-NetConnection global.servicebus.windows.net -Port 443

Test-NetConnection login.windows.net -Port 443

Test-NetConnection management.azure.com -Port 443

checked TSL status

Enabled TLS 1.2

restart azure sync service.

sent an email advise Russell we need to restart CW-SVR49

10:23 Email from Shan advising there was an error with the connector in the event log & that the machine needed to be restarted.

Replied to Shan advising I had restarted CW-SVR49.

16:41 Email from MSSecurity-noreply@microsoft.com advising the issue had been resolved.

Will need to doco this in cohdaIT.chm.

2/12/25

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16:04 "Task: [IMS 175586] - Cohda Wireless - Update" email notification advising ticket had been closed.