

ID: 33

P2 2025-11-20 Edwin getting an apostrophe in his primary email. (ID:33)

20/11/25 Sent email to support@iocane.com. Ticket 175591. Refer Cohda-33.txt. 20/11/25 Set status to "TESTING"

Active: True Status: COMPLETED Ticket No.: 175591

Purchase Order No.: Flags (1on1, Exch, ITP):

20/11/25

=====

-Email sent to support@iocone.com.au. Ticket No. 175591

-A Previous ticket had been logged. Refer 173624

-Shan advised he had completed a synchronization (start-adsyncsyncycle -policy delta? Refer CohdaIT.chm - ExchangeOnline-Shan also advised there were updates waiting for cw-svr49 (The jump host). I applied them.

-Replied to Shan asking him to confirm if start-adsyncsyncycle -policy delta is the sync command he ran, which he did.

-Had received a "cohdaireless.onmicrosoft.com: Synchronisation stopped for at least 24 hours" email alert from MSSECURITY-n-Set status to TESTING

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

21/11/25

=====

12:11 Email from Edwin where he did not receive an email from an Zendesk notification regarding a post made by Quetel. He also advised he had "lost" some other emails. They may be related to his apostrophe issue. Refer cohda-45.txt - Users in DGs not receiving emails

08:22 IMS Auto Mailer email advising ticket had been closed.

8/1/26

=====

No more issues. Closing ticket.