

ID: 45

P2 2025-11-24 Users in DGs not receiving emails (ID:45)

This is an ongoing issue. 24/11/25 Rhys advised he did not get an email set to Inquiryeu@cohdawireless.com

Active: True Status: COMPLETED Ticket No.: 175705 Flags (1on1, Exch, ITP): Exch

cohda-45.txt - P2 2025-11-24 Users in DGs not receiving emails (ID:45)

27/10/25

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Raised the issue at locane project meeting that emails to staff@cohdawireless.com not being delivered to all users. Eg Nathan.

18/11/25

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12:00 locane project meeting - Russell and Matthew discussed intermittent issues where some users, including Edwin, do not receive emails sent to certain distribution groups, with Matthew recommending logging a ticket for service desk investigation and Rhys noting the randomness and lack of identifiable patterns.

20/11/25

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11:48 Email from Edwin where he did not receive an email from Quetel. Couldnt find it in Mimecast either.

21/11/25

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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. This may be related to his apostrophe issue. Refer cohda-33.txt

23/11/25

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17:25 Email from Rhys where he is not getting emails sent to inquiry.eu@cohdawireless.com.

24/11/25

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Sent email to support@iocain.com.au. ticket 175705

25/11/25

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11:39 Shan from locane responded with a trace of the email showing the missing email had been delivered. Rhys confirmed (cc Shan) he is not seeing these in OWA either and that this is not the only missing email.

26/11/25

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10:06 Email from Rhys advising he did the search but did not find original email. The rules and sweep settings were empty.

10:13 Email from Shan asking Rhys to log into OWA and search for "Price of V2X" using the search bar at the top, making sure you are searching all folders.

12:31 Email from Shan suggesting more search options. If these don't work then reload email profile.

15:39 Email from Rhys advising he had recreated his Outlook profile. The emails were still missing, however he did send a test email to inquiry.eu@cohdawireless.com from his gmail which he received OK.

16:09 Email from Shan asking if Rhys tried searching "All mailboxes" or in deleted items. According to the admin portal it was successfully delivered.

27/11/25

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11:05 Rhys confirmed the email is in his 'recover deleted messages' he pulled back from the Exchange server. Need to check this.

13:04 Ticket closed