

ID: 48

P1 2025-11-18 Bernd's emails being sent without attachment. (ID:48)

18/11/25 17:16 Bernd advised its still happening. Need to log a ticket with locane. Advise this was happing in Outlook 2016/Exchange 2010.

Active: True Status: COMPLETED

Ticket No.: TBA

Purchase Order No.:

Flags (1on1, Exch, ITP): 1on1

cohda-48.txt - P1 2025-11-18 Bernd's emails being sent without attachment. (ID:48)

18/11/25

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17:16 Email from Bernd advising it's still happening with an imaga showing the email in his drafts with an attachment, suggesting it could be mimecast?

This is despite upgrading from Outlook 2016 and Exchange 2016. This is a local issue. Need to take a closer look at Bernd's machine once he returns from Leave.

8/1/26

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Nothing more from Bernd. Set status to "TESTING". Need to follow up with Bernd before closing ticket.

13/1/26

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16:22 Follow-up Email to Bernd (cc MT) asking if there has been anymore occurrences. Mimecast may be at fault?

23:03 Bernd replied advising he has a workaround. He saves the message along with the attachment. Closing Ticket.