

ID: 57

P2 2026-01-08 Issue with archiving emails in outlook-365 (ID:57)

29/1/26 ticket set to COMPLETED.

Active: True Status: COMPLETED

Ticket No.: 176997 (Closed by locane 26/1/26)

Purchase Order No.:

Flags (1on1, Exch, ITP):

Email:

cohda-57.txt - P2 2026-01-08 Issue with archiving emails in outlook-365 (ID:57)

08/01/26

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18:37 Email from Edwin advising of issues with archiving emails.

18:57 Forwarded Edwin's email on to support@iocane.com.au for them to look at.

19:04 Auto mailer reply from locane - ticket no 176997

19:05 Auto mailer reply from locane - ticket no 176998

09/01/26

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08:38 Email from Shan.zhong@iocane.com.au suggesting to rebuild the local Outlook cache (OST file).

12:01 Email from Edwin to Shan.zhong@iocane.com.au advising his Outlook hangs when he does this. He will be on leave to the 19th Jan. I replied advising he needs to focus on the Outlook Classic.

16:45 Email from Shan with a couple more things to try.

16:47 Email from iocane with update to ticket 176997. Status "Waiting client". Edwin back from leave on the 19th.

19/01/26

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17:02 Email from Edwin -> San with the details on the step he took.

20/01/26

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08:50 Email from Shan suggesting issue could be with an Outlook add-in or MAPI extension. Suggested creating a new Outlook Profile with instructions on how to complete and do a repair on Outlook, also with instructions on how to complete. If all else fails then do email archiving in Safe Mode.

08:54 Email from IMSAutoMailer with updated ticket details.

27/1/26

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16:31 Email from Shan asking if OK to close ticket.

17:27 Email from Edwin advising his is OK now. Will be doing email archiving in 2027 and the ticket can be closed.

28/1/26

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08:26 Email from Shan advising locane ticket 176997 was being closed.

NOTES UPDATED: 2026-02-13 11:28 (TODO.EXE v2026.2.5.1618)