

ID: 9

P1 2025-11-11 Bernd's Meeting request issue (ID:9)

13/11/25 Bernd had issue again. Refer notes.

Active: True Status: TESTING

Ticket No.: 175751

Purchase Order No.:

Flags (1on1, Exch, ITP):

Cohda-9.txt - P1 Bernd's Meeting request issue

1/11/25

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10:15 Email from Bernd with advising of the issue.

3/11/25

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9:11 Email to Matthew...

It seems we still have an issue with internal distribution groups. Bernd sent an email to the mt distro on Saturday which includes Andrea and got the following ND – see below. I've not seen this type of msg before and not sure where to start diagnostics.

10:24 Matthew reponds...

Bend was this a Distribution list of individual emails that you used when sending the email?

11:158 I respond "Yes, it was a list and not a single mail."

4/11/25

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08:49 Bernd emailed Matthew example of a bounced Teams message reply.

5/11/25

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14:29 Bernd emailed Matthew example of a bounced Teams message reply.

10/11/25

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17:04 Bernd emailed Matthew example of a bounced Teams message reply.

18/11/25

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Notes from locane project meeting...

Rhys, Russell, Matthew, and Stuart discussed ongoing problems with Bernd's ability to reply to meeting requests, including troubleshooting steps, possible causes, and plans for a follow-up session after the meeting, Bernd has had a history of strange issues with his outlook so possibly an issue with his profile.

12/11/25

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17:44 Email from Bernd advising issue still exists and asks if he is looking for a solution.

13/11/25

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09:22 Matthew responded to Bernd advising Russell is investigating this.

17/11/25

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17:05 Bernd sent example of a failed delivery.

18/11/25

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Notes from locane project meeting...

-Issue appears to be Teams invites. Need to clarify with this Bernd.

-Issue between incloud & on prem connectors - Why only Bernd? Need more info from Matthew.

-Bounce back from email in domain? Not 100% sure what this means. Need more info from Matthew.

-"Accepts -> Sends to recipient to someone who doesn't exist"

-No header info

-Will it work over VPN?

21/11/25

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Email from Bernd with another example...

FYI – Response to me replying to an invite from external (customer meeting)

24/11/25

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Replied to Bernd (cc Matthew, Stuart & Rhys) asking if this was via Teams & if recipient was getting the RSVP despite the error.

Bernd's reply...

They are getting my acceptance/reply. I am replying by clicking the invite in my inbox. Below what's in my "Sent items".

25/11/25

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Asked to organise a time to get on Bernd's machine to take a closer look.

At 01:24 Bernd had emailed the NDRs he has captured.

Emailed support@iocain.com.au...

Can I get you to take a look at this for me. Bernd (who is located in Germany) is frequently getting NDRs when he accepts or declines a meeting request. Example as follows. The meeting organizer is processing Bernd's meeting response OK (he sees the meeting "accept" or "decline").

16:51 locane ticket # 175751

Bernd starts leave 27/11/25. Back 15/12/25

26/11/25

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09:25 Email from Shan with a list of things to try. Need to get back on Bernd's machine to take another look. Waiting for Bernd's response.

15:30 Got access to Bernd's machine and the Version of Outlook he is running needs to be updated - Refer photo on phone. Asked Bernd to apply his Windows updates and let me know once done.

16:32 Emailed Shan advising latest windows updates have been applied however his Outlook is still 15.20.9343.11 What is the next step?

27/11/25

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08:49 Shan responded, requesting more info, which I did. Marc Stammer is not a Cohda Employee.

10:47 Shan suggested more steps to try.

28/11/25

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23:30 Bernd ack receipt of email. "Went through all steps and will let me know results" in ref Shan's suggestions from the 27th.

7/1/26

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09:36 locane closed ticket.

8/1/26

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14:53 Set status to "TESTING" & removed "Exch" flag.