



# Office 365

## Office 365 Known Issues and Troubleshooting Tips

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# Known Issues and Troubleshooting Tips

## General

### Unresolved Issues

- **If you forward your mail:**

After migration to Office 365, some individuals who forward their University email to another email system may see some duplicate messages. This may also happen with departmental accounts. It doesn't happen in every case, and many email systems eliminate duplicates so many people don't see the effect. The University is working with Microsoft on a resolution.

- **If you have delegates or are a delegate:**

When some delegates open calendar invitations in their role as a delegate, their email client becomes unresponsive for 1-3 minutes. The issue is known to occur with Outlook 2010. The issue is affecting some, not all, delegates. Outlook 2010 users should be certain their Outlook 2010 is at the right version (see below) and follow the guidance for delegates and slow calendar in the Outlook 2010 section below.

- **Messages arrive out of order**

Scenario: You receive an email where the sender refers to "my earlier message." Then, some minutes later, you receive the earlier message. Situations like this occur because of the way mail servers in general process mail (and, to a lesser extent, to the way the internet as a whole manages traffic).

Occasionally receiving email out of order is not unusual, given how email protocols work. However, if it is happening frequently and with a gap of several minutes or more, please report the issue to the [IT Service Desk](#) and attach the delayed message to your report.

*Why email can arrive out of order:*

- A mail server is busy when message #1 arrives, so it puts the message in a queue to be processed.
- Then the server load drops, and it starts processing the queue.
- Message #2 arrives and is processed right away.
- Then the server returns to the queue and gets around to processing message #1.

# Troubleshooting Tips

- **I just migrated and my Outlook 2010 or Outlook 2011 is very slow or unresponsive.**

When your account is migrated to Office 365, a synchronization process is run. Sometimes, it takes up to 48 hours to finish. In the meantime, Outlook 2010 and Outlook 2011 may be very slow. You may be more satisfied using [Outlook Web App](#) for the first day or two after your account moves.

- **I'm not able to send from or access a departmental account.**

It is likely that the account has not been migrated to Office 365. Once migrated you should be able to send from the account again.

## Outlook 2010

### Unresolved Issues

- **Sometimes I lose access to work as a delegate or editor in Outlook 2010.**

If you have not already updated to the [required version of Outlook 2010](#), please do that first. Even after updating, you may see this problem. This is a bug in Outlook 2010 that has been escalated to Microsoft for further troubleshooting. You will still be able to access calendars as a delegate or editor using [Outlook Web App](#). You may also find that closing and re-opening the calendar in Outlook 2010, or waiting 10 or so minutes, may restore your access.

If you are affected by this issue, please report your case to the [IT Service Desk](#) if you have not already done so.

- **Working with my calendar in Outlook 2010 is still very slow.**

Please take these steps:

1. Update to the [required version of Outlook 2010](#).
2. Let Outlook run for 24-48 hours to download shared folders and use Outlook Web App (<http://email.miami.edu/>) in the interim.

*It is necessary to have Outlook 2010 running for at least 24 hours and possibly 48 hours during the initial download of shared folders before it becomes reliable and provides a satisfactory experience for working with other calendars (as delegate, editor, and other roles.)*

To avoid unexpected behavior, such as meetings not opening properly, schedule changes reverting back, or random error messages, it may be best to either begin the process at the end of the day on a Friday or use [Outlook Web App](#) for calendaring until the process completes.

Even after following these steps, you may still see this problem. The next recommendation is to create a new profile. Details on how to do that without losing locally created settings will be posted soon.

- **People aren't seeing calendar changes in Outlook 2010 as soon as expected.**

If you have not already updated to the [required version of Outlook 2010](#), please do that first. Even after updating, you may see this problem. IT needs details from individuals who are seeing this problem, so please report your case to the [IT Service Desk](#) if you have not already done so.

## Troubleshooting Tips

- **Make sure Outlook 2010 is at the required version. This should be done before you move to Office 365.**

[Outlook 2010 must be at the required version](#) to work correctly with Office 365. This should be done before you move to Office 365, or before you open Outlook 2010 after you've moved to Office 365.

- **Outlook 2010 repeatedly prompts me for my credentials.**

The recommendation is to create a new profile. First, exit out of Outlook and Lync if you have it installed and then follow [these steps](#) to recreate your Outlook profile.

# Outlook 2011 (Mac)

## Troubleshooting Tips

- **My Outlook 2011 calendar isn't updating or I get permission errors.**

A file on your computer may not be updating properly. Take these steps to make your Outlook 2011 calendar update correctly.

- A local file (on your computer) may not be updating properly. The solution is to force Outlook to recreate that file. Don't worry; you aren't deleting any mail.

Please be sure to exit Outlook where indicated.

1. Launch Outlook.
2. In the **Navigation Pane**, click **Calendar**.
3. At the top of the **Calendar Navigation Pane**, right-click (or ctrl-click) **Calendar**, then select **Folder Properties**. A **Folder Properties: Calendar** dialog box will open.
4. If the **General** tab is not already selected, click **General**.
5. Under **Empty Cache**, click **Empty**.
6. Quit Outlook.
7. Restart Outlook.

- **My Outlook 2011 is not updating the mail.**

Close and restart Outlook 2011 and it should update.

# Outlook Web App (OWA)

## Troubleshooting Tips

- **My Outlook Web App time zone is incorrect.**

By default, your time zone was set to Eastern Time (US & Canada). Take these steps to [change your Outlook Web App time zone setting](#).

- **My bookmark for Outlook Web App won't work.**

If you've logged in to Outlook Web App and you create a bookmark, that bookmark will not work. (Session information in the URL will not be valid the next time.) To create a bookmark for Outlook Web App, you will either need to create a bookmark manually or edit an existing bookmark. Your bookmark needs to have this address: <http://email.miami.edu/>.

- **I would like to display my Inbox in one tab, Calendar in a separate tab, etc.**

Once logged into OWA open another blank tab and go to <http://email.miami.edu/>. This will spawn another OWA session where you can go to another function of OWA like calendar or sites, etc.

- **I'm running Internet Explorer 7 and when I go to outlook.com/Miami.edu I get taken to the Outlook Web App light version not the new Outlook Web App interface.**

The Office 365 OWA works in Internet Explorer 8+. You'll need to upgrade your browser by visiting [Microsoft.com/ie](http://Microsoft.com/ie).

# iPhone / iPad

## Troubleshooting Tips

- **My email or calendar is very slow on my iPhone or iPad.**

This problem is known to occur with the iOS 6.1 update. A bug has been confirmed by Apple in iOS 6.1 and has been fixed in the update to iOS 6.1.2. The bug is triggered by using your iPhone or iPad to respond to an exception to a recurring calendar event. If you're seeing this problem, please update your device to iOS 6.1.2.

# Windows Mobile

## Troubleshooting Tips

- **My items aren't syncing on my Windows Mobile phone.**

Recreate your ActiveSync profile and your items should update. Visit Microsoft's Mobile Phone Setup Wizard at <http://help.outlook.com/en-us/140/dd936215.aspx> and follow the instructions for setting up Microsoft Exchange E-Mail on Windows Phone.