



## **Office 365**

**Office 365 Known Issues and Troubleshooting Tips**

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## General

### Unresolved Issues

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- **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 the most up to date version 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 emails 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.

- **Don't see messages in Outlook or Outlook Web App that appear on mobile device.**  
A known issue confirmed by Microsoft, having your Office 365 account configured in a native (non-Microsoft) Android or iOS mail application may sometimes cause mail flow to be interrupted or halted in your Outlook desktop email application or Outlook on the web/Outlook Web App. This issue may manifest itself as messages appearing in the Inbox of your mobile device's native email app, but those same messages will not appear in your Inbox in Outlook on the web/OWA. You may be able to search for those messages in Outlook on the web/OWA and see that they are in your Inbox, but when opening your Inbox, you do not see the messages. Microsoft's recommended solution is to remove your configured Office 365 account from the native Android or iOS mail application and, instead, use the official Microsoft Outlook for Android or Outlook for iOS app--available on the Play Store and App Store, respectively.
  
- **Emails from blocked senders appear in Inbox instead of Junk Mail folder.**  
There is a limit of 500 email addresses that may be added to a user's Blocked Senders list in Office 365. If more than 500 addresses have been added to a user's Blocked Senders list, routing of blocked mail to the user's Junk Mail folder will no longer occur. However, even if only several hundred email addresses have been added to a user's Blocked Senders list, blocking of messages may become inconsistent. The user will need to remove blocked addresses from the list to bring it below 500 addresses for mail from blocked senders to be properly routed to your Junk Mail folder instead of the user's Inbox. Microsoft does not intend for the Blocked Senders list to house hundreds of addresses, so keeping the list as small as possible is a good way to ensure successful blocking of mail.

## Troubleshooting Tips

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- **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. It is recommended you update to Outlook 2016.

## Outlook 2010

### Unresolved Issues

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- **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 most recent 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.

- **Resource calendar permissions do not always appear to be applied after being set/configured.**  
Please wait 24 hours after setting/changing/configuring resource permissions before attempting to utilize those permissions.
- **Some calendaring functions have unpredictable results when using a different calendaring client than those you are scheduling with.**  
Some users report that event attendance is often incorrect, or simply fails to update, when using multiple clients. For best calendar performance, use the same calendaring client -- including version -- as those you schedule with frequently.
- **Unable to delete a calendar or email folder.**  
When attempting to delete a secondary calendar/email folder, you may run into the error 'The calendar/folder can't be deleted'. To remedy this issue, change the name of the calendar/email folder and then close the application/browser you are currently using. Restart the browser/application and access your account. Try again to delete the calendar/email folder. You may need to do this a few times before successfully removing the calendar.
- **When editing a single instance of a recurring event, the edited event may not appear appropriately for invitees of that event.**  
In order to prevent this and any possible data corruption of your calendar from occurring, we recommend that if you would like to edit a single instance of a recurring event, delete that single instance from the recurrence and create a new event where the deleted instance would have taken place.
- **Calendar clients (in most case mobile clients) may not load/sync or load/sync very slowly.**  
This may occur if recurring event(s) do not have an end date set. To fix this issue, edit all recurrence events using Outlook on the web or Outlook desktop client and confirm/set a specific end data.

- **When you view items in the secondary mailbox, new items may not appear or items seem to be missing or items that you had deleted still appear in the secondary mailbox.**
  1. Start Outlook 2016/2013 for Windows.
  2. On the "File" tab, click **Account Settings** in the **Account Settings** list.
  3. In the **Account Settings** dialog box, make sure your email address is highlighted, and click **Change**.
  4. In the 'Change Account' dialog box, click **More Settings**.
  5. In the 'Microsoft Exchange' dialog box, click the "Advanced" tab.
  6. Click to clear the **Download shared folders** check box.
  7. Click **OK** two times.
  8. Click **Next**, click **Finish**, and then click **Close**.
  9. Restart Outlook.

### Troubleshooting Tips

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- **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

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- **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.
- **When sending as someone else in Outlook 2016/2011, if you save the message as a draft it, will disappear.**  
The current work around is to not change the 'From address' until you are ready to send the email.

- **When you view items in the secondary mailbox, new items may not appear or items seem to be missing or items that you had deleted still appear in the secondary mailbox.**

Workaround/solution:

1. Start Outlook 2016/2013 for Windows.
2. On the "File" tab, click **Account Settings** in the **Account Settings** list.
3. In the **Account Settings** dialog box, make sure your email address is highlighted, and click **Change**.
4. In the 'Change Account' dialog box, click **More Settings**.
5. In the 'Microsoft Exchange' dialog box, click the "Advanced" tab.
6. Click to clear the **Download shared folders** check box.
7. Click **OK** two times.
8. Click **Next**, click **Finish**, and then click **Close**.
9. Restart Outlook.

## Outlook Web App (OWA)

### Troubleshooting Tips

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- **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).
- **Some browser extensions may cause issues with Outlook on the web.**  
If you are experiencing problems, try disabling all browser add-ons.

## iPhone / iPad

### Troubleshooting Tips

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- **On the Outlook for iOS or Android application configured with Exchange ActiveSync protocol, drafts will not sync.**  
The "Drafts" folder on your Outlook for iOS or Android application will not sync with the "Drafts" folder on Microsoft's server and vice versa. Drafts saved using your Outlook for iOS or Android application can only be access using the application on your device. Drafts saved using Outlook on the web or a desktop client can be accessed using any client except your Outlook for iOS or Android application on your device.
- **Calendar events may appear to change ownership and may send out repeating emails to invitees.**  
Do not use your mobile device's native calendaring app to modify, create, or accept calendar events. The Outlook mobile app is recommended for mobile devices. Or, make any calendar changes on your desktop or webmail (or use your mobile device's browser). The mobile device's native calendar app should be used for reference only.

## Windows Mobile

### Troubleshooting Tips

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- **My items aren't syncing on my Windows Mobile phone.**  
Remove your email account from your phone and reconfigure it using the steps provided in our [Mobile Device Configuration documentation](#).
- **Calendar events may appear to change ownership and may send out repeating emails to invitees.**  
Do not use your mobile device's native calendaring app to modify, create, or accept calendar events. The Outlook mobile app is recommended for mobile devices. Or, make any calendar changes on your desktop or webmail (or use your mobile device's browser). The mobile device's native calendar app should be used for reference only.