


FAQ

This page shows some remarks and answers to frequently asked questions.

Notification "The Microsoft Exchange admin has..."

Question:

I received the pictured notification in Microsoft Outlook and after that, the connection to my inbox was interrupted. What am I supposed to do? 

Cause:


In the context of the restructuring and the set-up of the new Exchange 2016 System, inboxes are transferred gradually onto the new system. It is possible that this notification appears in Microsoft Outlook after the restructuring. It simply means that the restructuring of your inbox is completed and that Microsoft Exchange is now ready to start loading the updated configuration.

Solution:

Confirm the notification with „OK“ and restart Microsoft Outlook.

Notification "Microsoft Outlook cannot be started."

Question:

After the restart of Microsoft Outlook, the pictured notification appeared and it stopped when being confirmed with „OK“. What am I supposed to do? 

Cause:

In the context of the restructuring and the set-up of the new Exchange 2016 System, inboxes are transferred gradually onto the new system. It is possible that this notification appears in Microsoft Outlook after the restructuring.

This is caused by Microsoft Outlook trying to load the new configuration, whilst another process blocks the action. In most cases, the Cisco Jabber Client, which accesses the inbox contacts in the background, is the reason.

Solution:

Close the Cisco Jabber Client completely and restart Microsoft Outlook after that. In special cases, a reboot of the computer is necessary.

My Smartphone / Tablet with Google Android does not synchronise anymore since the migration.

Question:

Since the migration of my inbox onto the Exchange 2016 System, my e-mails, contacts and appointments are not being synchronised anymore. What am I supposed to do?

Cause:

In some cases, the configuration of the Exchange Account on Google Android devices is not automatically updated.

This is due to the Google Android Exchange Client not properly supporting the Exchange System.

Solution:

Control and correct the server settings, if necessary, in the account configuration of your Google Android Smartphone / Tablet.

If an adjustment of the server settings is not possible, the account needs to be deleted and set up again.

Further remarks about the configuration can be found in the set-up instructions: [Smartphone / Tablet with Google Android](#).

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