

PROBLEMES DE SYNCHRONISATION MOBILE

Below are some things you can investigate and monitor when you are having issues with BlueMind synchronization on mobile devices.

TROUBLE CONNECTING

Symptoms: Connection fails despite correct server and identifier settings

Actions: Make sure the device has permission to connect to the server:

- **Domain-wide permission:** you can allow all BlueMind users to connect to a mobile device. To do this, go to System Management > System Configuration > EAS Server tab and check the box "Allow unknown devices":

Mail Reverse Proxy **EAS Server** Authentication File hosting(general)

DEFAULT SYNC SETTINGS

Allow unknown devices:

Min push timeout (seconds):

Max push timeout (seconds):

- **User-specific permission:** if the permission above isn't enabled, you can allow specific users and specific devices to synchronize with BlueMind. To do this:
 - configure the device and make a connection request
 - go to the user's administration card > Maintenance tabThe device will be listed with the corresponding row grayed out and no last sync date:

MOBILE DEVICES

Partnership	Identity	Type	Last Sync			
<input checked="" type="checkbox"/>	androidc2-...	Android	Wednesday, October 12, 2016 15:34	Reset sync	Remote wipe	
<input checked="" type="checkbox"/>	androidc1-...	Android	Friday, October 21, 2016 14:33	Reset sync	Remote wipe	
<input checked="" type="checkbox"/>	FQ7A-...	iPad	Tuesday, October 18, 2016 16:46	Reset sync	Remote wipe	

[Refresh list](#)

- Check the box at the beginning of the row
Note: if domain-wide permission has been enabled, these boxes will not be checked
- Confirm the permission request
Note: There is no need to click "Save". The permission is effective immediately.
- Restart synchronization on the mobile device

ISSUES WITH MESSAGE SYNCHRONIZATION

Symptoms: some folders are missing or inbox contents are not shown

Cause: folder hierarchy is probably corrupt

Actions: you must repair the inbox:

1. Run *check&repair*: go to the user's administration card, Maintenance tab, "Validate User" section, click the "Execute" button:

User : 'jdoe'

General User Information Mail settings Archive Address Books Calendar settings To-do lists **Maintenance**

EXTERNAL ID

external id

VALIDATE USER

Validate and repair user data

2. If this doesn't work, and the user continues to encounter the same issues, check the EAS logs (`/var/log/bm-eas/eas.log` et `/var/log/bm-eas/user-eas-<identifiant>.log`) and core logs (`/var/log/bm/core.log`) during *check&repair*:
 - check the files at the time when the above operation was carried out
 - restart the operation above after putting a tail on the files

Open a ticket including the information collected if it hasn't enabled you to find the cause and resolve the issues.