

Problemes de synchronisation mobile



This page is no longer being updated. From BlueMind 4.8, please refer to the [new BlueMind documentation](#)

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":

The screenshot shows the 'EAS Server' configuration page. At the top, there are tabs for 'Mail', 'Reverse Proxy', 'EAS Server', 'Authentication', and 'File hosting(general)'. Below the tabs, the section 'DEFAULT SYNC SETTINGS' is visible. It contains three settings: 'Allow unknown devices' with a checked checkbox, 'Min push timeout (seconds)' with a value of 120, and 'Max push timeout (seconds)' with a value of 1200.

- **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 tab

The 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"/>	androidc...	Android	Wednesday, October 12, 2016 15:34	Reset sync	Remote wipe	
<input checked="" type="checkbox"/>	androidcf...	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.