



When your mobile device & Exchange are at odds

By Annik Stahl

You're a very organized person and expect the devices that you use with Exchange ActiveSync (your iPhone, Android, etc.) to follow along. And most of the time they do. But we've observed a few issues around this and are attempting to work them out for you. These have to do with 1) Automatic meeting processing, and 2) Connectivity and synchronization failures.

Here are a few errors/symptoms you may be experiencing with the first issue, meeting processing:

- A meeting organizer cancels an individual meeting of a series...and your device cancels the entire series. Oops.
- You become the organizer for a meeting that...*you did not organize!*
- The responses you send to meeting requests may appear to come from someone else (like, maybe, one of your *hidden* personalities?)

You may also receive errors when trying to synchronize (the second issue regarding connectivity). These may include:

- You synchronize your Exchange Server mailbox with your iOS device. When you try to open a message on the iOS device, the following error may be displayed: This message has not been downloaded from the server
- You receive a synchronization failed email message when you synchronize your mobile device that tells you, in some funky, technical way, that Exchange wasn't able to send your item because it was deleted and to try and access it a different way.

Understandably, these kinds of errors can cause frustration (and downright annoyance, I would think) and also, they're a hindrance to you getting your work done. Microsoft has posted information on how to resolve most of these issues in this [Knowledge Base \(KB\) article](#). Some of the solutions there simply involve having you update your mobile device and some require that your administrator update your Exchange Server. Either way, you should be on your way to smooth calendaring and syncing among all your devices.

— Annik