

Restore access to DB corporate network due to outdated iOS version (iPhones/iPads)

DB System

Digital bewegen. Gemeinsam.

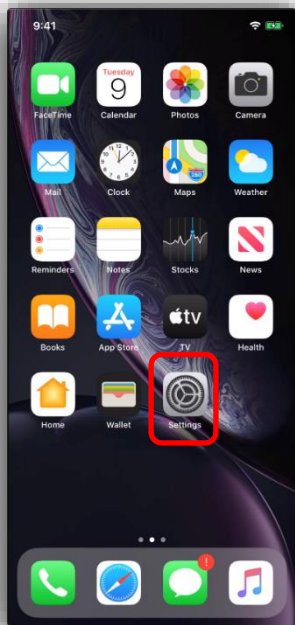
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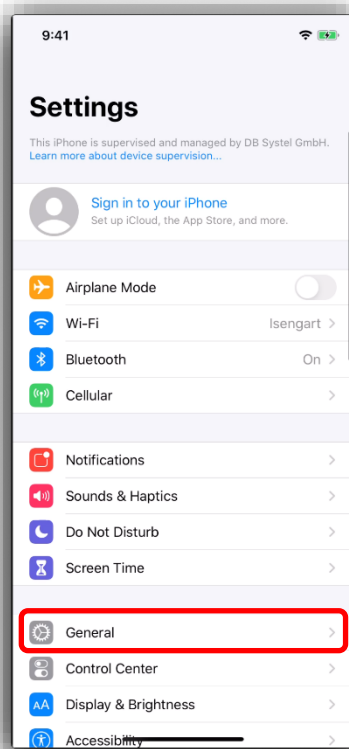
1 First steps

You have an outdated iOS-Version on your device and lost access to the DB cooperate network as a result? Here you can find instructions on how to restore it.

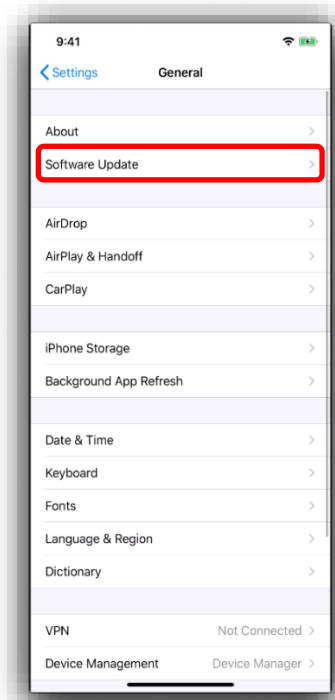
1.1 Installing iOS operating system updates



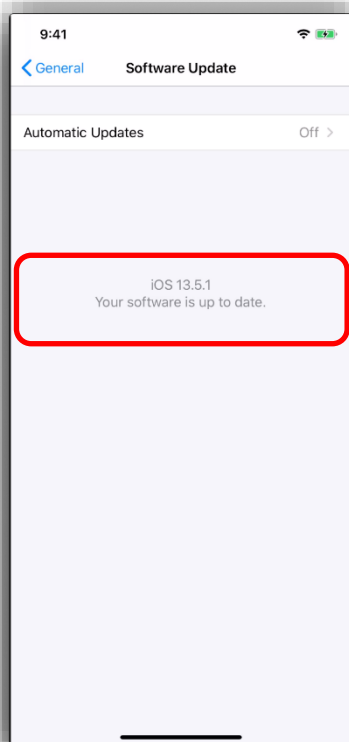
- Open the "Settings" app.



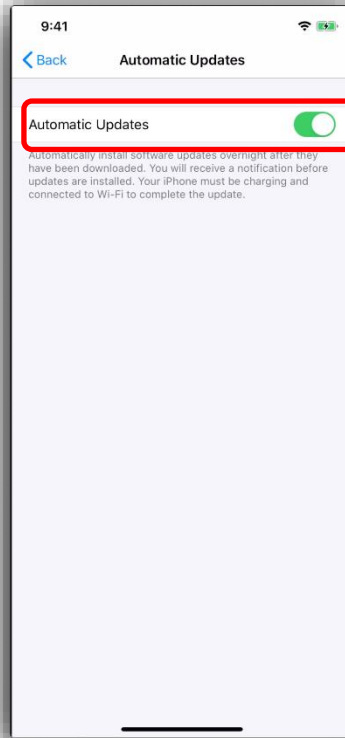
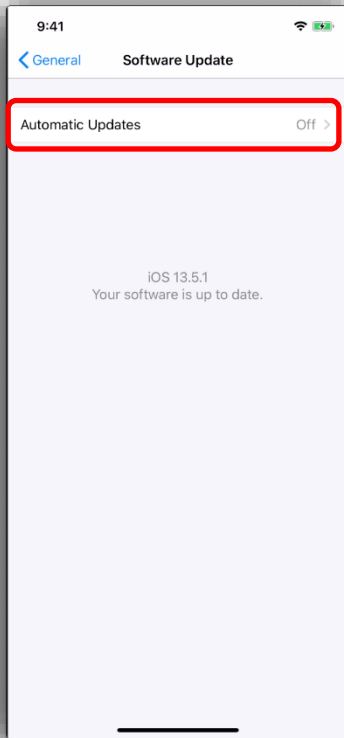
- Tap on "General".



■ Then tap on "*Software Update*".



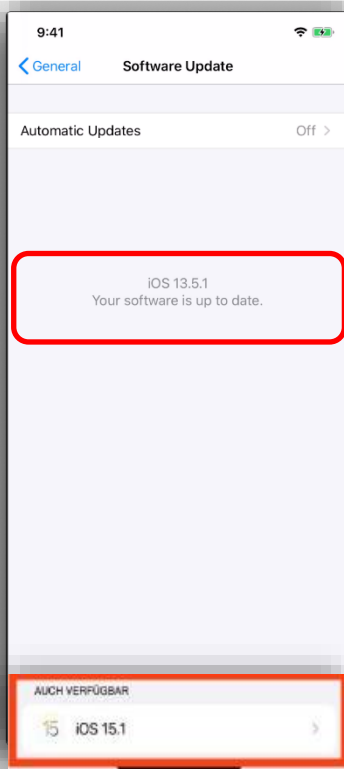
■ If a new software version is available, install it.



- To ensure that your iPhone/iPad is always up to date, activate "*Automatic Updates*".

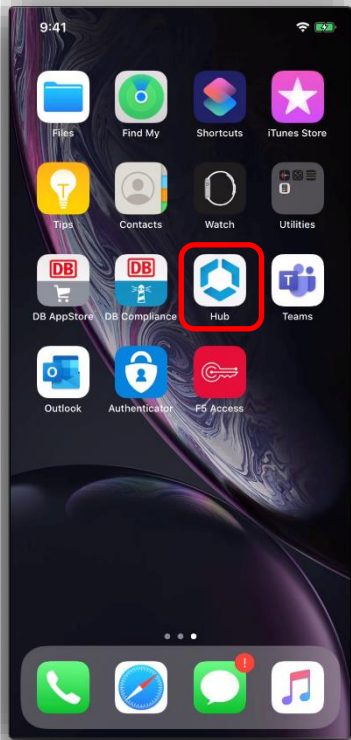
Note for iOS 15 and higher:

- You may be shown that the operating system is up to date, but an update is still available. This update will then be displayed at the bottom of the screen. Install these updates too!



1.2 Activate iPhone/iPad

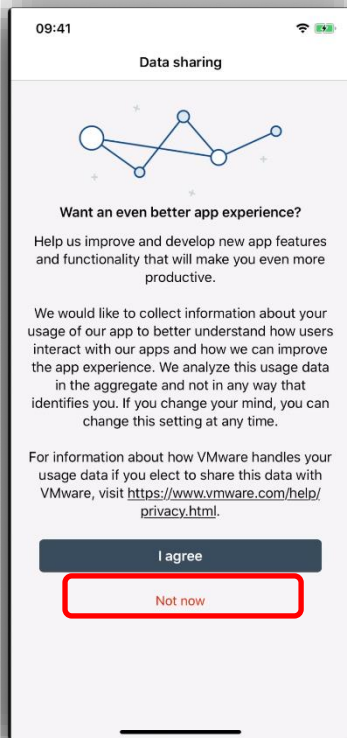
To use all DB apps again, activate the Hub app in the next step. Proceed as follows:



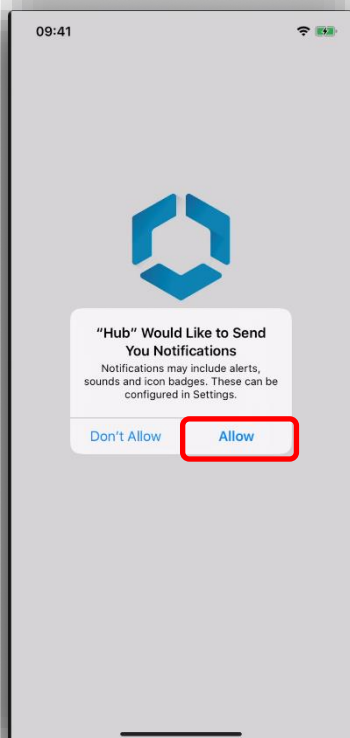
- Open the Hub app.



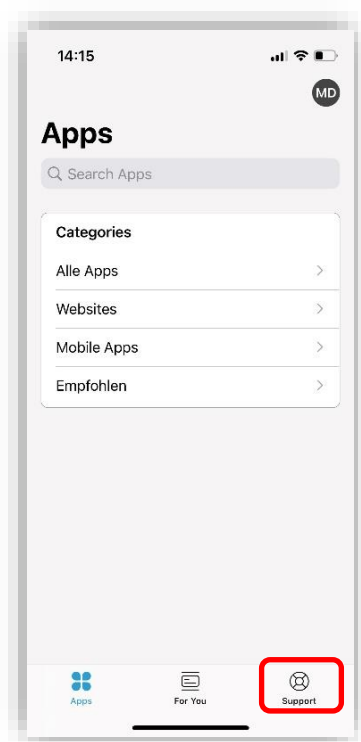
- Tap on "*I understand*" after reading the privacy policy.



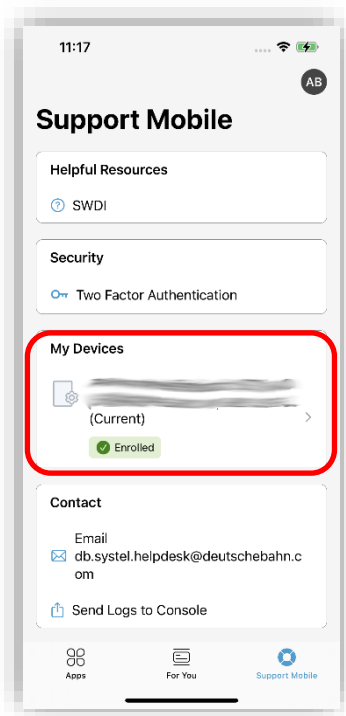
- Tap on "*Not now*".
- In the next step, tap on "*Do not send*" in the data release dialogue.



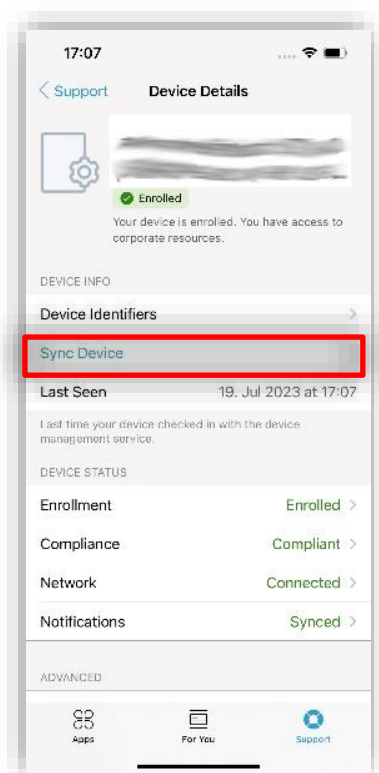
- Tap on "*Allow*" so that the Hub app can send you messages.



- You will then be taken to the app overview.
- Tap on "Support" at the bottom right.



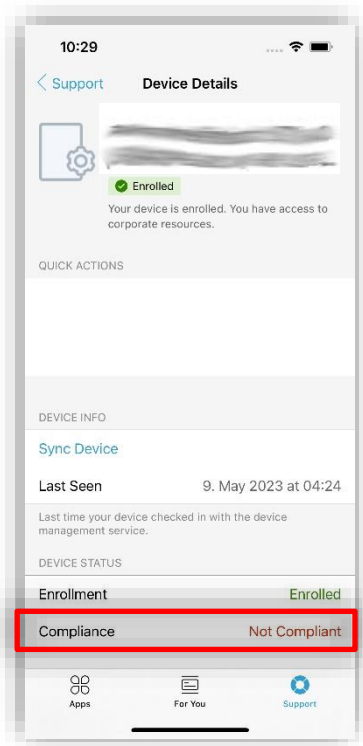
- Tap on your iPhone/iPad under "My devices".



- Then tap on "Sync Device" to register your iPhone/iPad within the mobile DB world.

After activation, all your certificates and profiles will be reinstalled on the iPhone/iPad and you will have access to the DB cooperate network again. This process can take a few minutes as the installation depends on the network connection.

Problems with compliance?



If "Not compliant" is displayed under Device details > Device status > Compliance, proceed as follows:

- Select the "Compliance" selection button.
- Then tap on "Update compliance".

If you are unable to access the DB corporate network despite updating compliance and synchronisation, contact the IT Service Desk.

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