

Restore access to DB corporate network due to outdated iOS version (iPhones/iPads)

DB Systel Digital bewegen. Gemeinsam.

Table of contents

1 First steps	3
1.1 Installing iOS operating system updates	3
1.2 Activate iPhone/iPad	6

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You have an outdated iOS-Version on your device and lost access to the DB cooperate network as a result?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".

9.41		-
Settings Generation	ral	
About		>
Software Update		>
AirDrop		>
AirPlay & Handoff		>
CarPlay		>
iPhone Storage		>
Background App Refresh		>
Date & Time		>
Keyboard		>
Fonts		>
Language & Region		>
Dictionary		>
VPN	Not Connected	>
Device Management	Device Manager	>

■ Then tap on "Software Update".

9:41		÷ 🚥
Ceneral	Software Update	
Automatic	Updates	Off >
-		
	iOS 13.5.1 Your software is up to date.	
	,	

If a new software version is available, install it.

General	Software Update	÷	Sack	Automatic Updates
Automatic	Updates	Off >	Automatic Automatically have been do updates are in	Updates rinstall software updates overnight after they winloaded. You will receive a notification before stalled. Your iPhone must be charging and
	iOS 13.5.1		connected to	Wi-Fi to complete the update.
	Your software is up to date.			

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!

9:41		? ₩
〈 General	Software Update	
Automatic Up	odates	Off >
V	iOS 13.5.1	
Y	our sortware is up to date.	
		_
AUCH VERFÜ	GBAR	
15 ios	15.1	5

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.

09:41		÷ 🛤
	Privacy	
+		*
Your privation collects infor- your work of find an over ONE and H security and your compa- Workspace	cy matters.VMwar ormation to provide data and applicatio view of data collec lub to provide opti d support. For infor any handles inform e ONE, please conta	e Workspace ONE e secure access to ns. Below you will ted by Workspace malion about how ation collected by act your company.
For inform collects i application analytics p Center	mation regarding th in connection with a for product impro surposes, see the T r and VMware's Pri	ne data VMware your use of this vement and other rust & Assurance vacy Notices.
Contact yo want to find dis	our company's IT ac out how to un-enr continue access to	dministrator if you oll your device and o this app.
Data collecte	ed by Hub	
Tap here for an collect about de information to fr	overview of the data the avice hardware, diagnos unction property, and to	at this app may tics and user
	l understand	j

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

09:4	1 🔶 🚥
	Data sharing
	\sim
v	Vant an even better app experience?
Help and f	us improve and develop new app features functionality that will make you even more productive.
We w usage intera the ap in identi	vould like to collect information about your of our app to better understand how users act with our apps and how we can improve op experience. We analyze this usage data the aggregate and not in any way that fies you. If you change your mind, you can change this setting at any time.
For inf usaç VMv	formation about how VMware handles your ge data if you elect to share this data with ware, visit <u>https://www.vmware.com/help/ privacy.html</u> .
	l agree
	Not now

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

ŗ		
"Hub" Would You Notif Notifications may sounds and icon bac configured i	Like to Send ications y include alerts, dges. These can be n Settings.	
Don't Allow	Allow	

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

Apps Q Search Apps Categories	
Q Search Apps Categories	
Categories	
100	
Alle Apps	>
Websites	>
Mobile Apps	>
Empfohlen	>

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

11:17		🗢 🖬
Support	Mobile	•
Helpful Resour	rces	
SWDI		
Security		
Orr Two Factor	Authenticatio	'n
My Devices) ed	, ,
Contact		
Email db.systel.he om	elpdesk@deu	tschebahn.c
🖞 Send Logs t	to Console	
Apps	For You	C Support Mobile

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

🟹	-
vice Details	
ed e is enrolled. You have acces resources.	as te
19. Jul 2023 at	17
ecked in with the device	
Enrol	lec
Compli	ant
Connec	tec
Sync	cec
	vice Details ad sid Pla. Jul 2023 at ecked in with the device Enrol Compli Connec Sync

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?

10:29	🕈 🗖
< Support	Device Details
(Q)	
Yo	Enrolled our device is enrolled. You have access to proprate resources.
QUICK ACTION	5
DEVICE INFO	
DEVICE INFO Sync Device	
DEVICE INFO Sync Device Last Seen	9. May 2023 at 04:
DEVICE INFO Sync Device Last Seen Last time your d	9. May 2023 at 04: rvice checked in with the device
DEVICE INFO Sync Device Last Seen Last time your d management se DEVICE STATUS	9. May 2023 at 04: fevice checked in with the device truice.
DEVICE INFO Sync Device Last Seen Last time your of management se DEVICE STATUS Enrollment	9. May 2023 at 04: levice checked in with the device rivice.
DEVICE INFO Sync Device Last Seen Last time your of management so DEVICE STATUS Enrollment Compliance	9. May 2023 at 04: levice checked in with the device rvice. 3 Enroll Not Complia
DEVICE INFO Sync Device Last Seen Last Sien Management se DEVICE STATUS Enrollment Compliance	9. May 2023 at 04: levice checked in with the device rivice. 5 Enrolli Not Complia

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.

E-mail: <u>db.systel.helpdesk@deutschebahn.com | Web:</u> IT Support Community Tel. 91 5555, Tel. +49 361 430 82