



Rx for a Sick iPad

My husband and I “share” custody of an [iPad](#). He purchased it; I get visitation rights. This division works well, since my mobile communication needs are met by my [iPhone](#) and laptop. Even so, the [iPad](#) is near and dear to my heart, and like many users I considered it virus-free (or as close to virus-free as any device with Internet access can get). Recent problems with our Mail program have changed my mind.

Every time we tried to launch the Mail app, it would abruptly close. All the other apps were functioning. Just before this symptom appeared, my husband reported that he was unable to delete a spam message we had received.

If you suspect your [iPad](#) has a virus, the published recommendation is to re-sync with [iTunes](#). We tried re-syncing. Twice. We also tried a hard reset (powering the [iPad](#) off, then back on.) No go. A little more background: We download mail to two desktops, my [iPhone](#), and my husband's [iPad](#). My iPhone was working fine, so were our desktops. We ran anti-virus/anti-malware scans just to be safe – our desktops passed with flying colors.

Now what? We tried searching the forums, but decided to cut to the chase. So it was [Apple Care](#) to the rescue! If your mail isn't functioning and you suspect a virus:

1. Delete the spam message from your **Web mail server**.
2. Try syncing with [iTunes](#). It didn't work for us, but it may work for you.
3. If syncing doesn't solve the problem, backup your [iPad](#) using [iTunes](#).
4. Do a full restore.

Step one is important, otherwise once your device is restored you'll download the spam again and repeat the problem. Don't be afraid – the backup and full restore really do work.

Apple also cautions against downloading anything other than bonafide apps from the [iTunes](#) store. Not our issue, but worth mentioning.

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