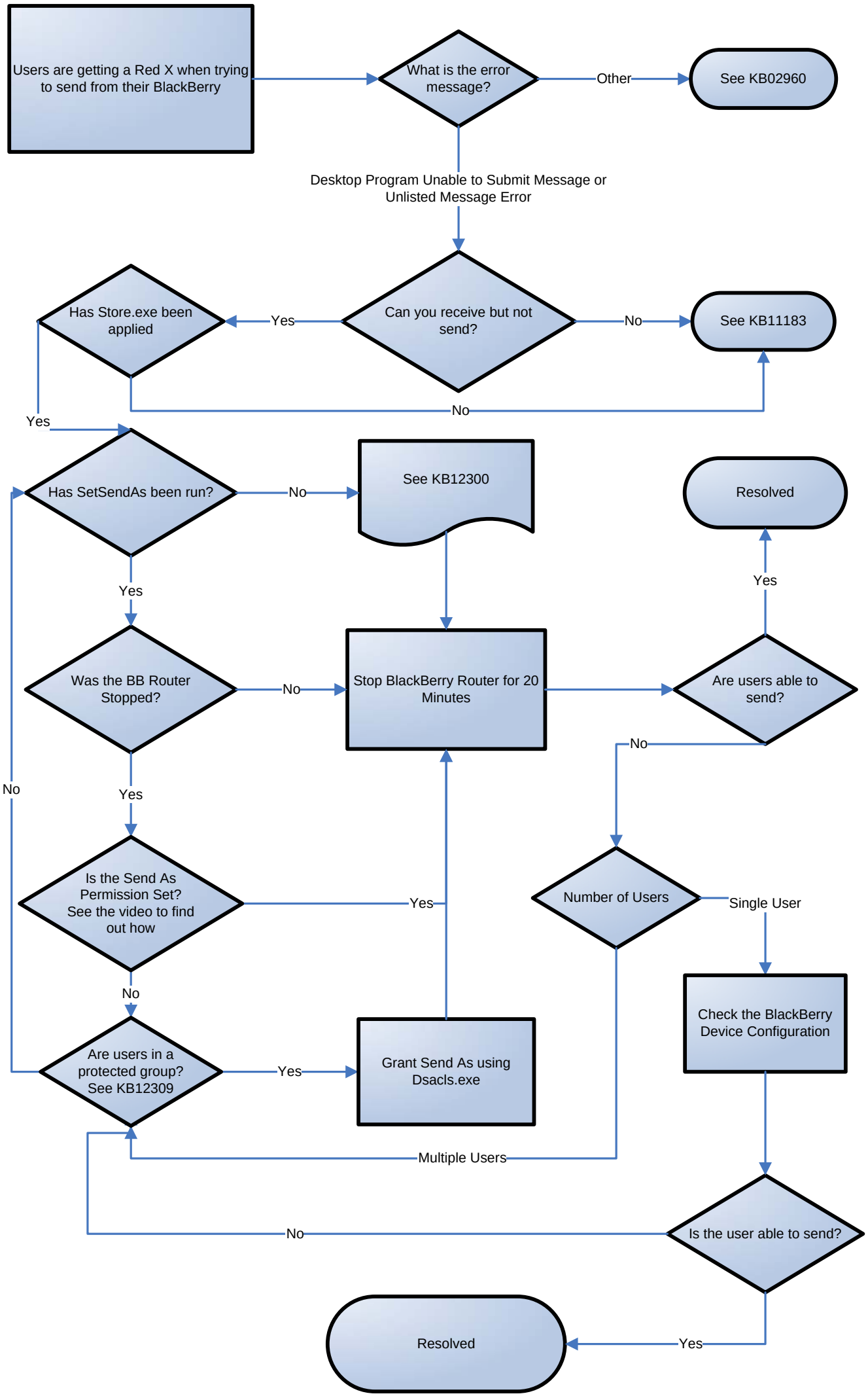
Users are getting a Red X when trying to send from their BlackBerry
What is the error message?
Other
See KB02960
Desktop Program Unable to Submit Message or Unlisted Message Error
Can you receive but not send?
Yes
Has Store.exe been applied
No
See KB11183
No
Yes
Has SetSendAs been run?
No
See KB12300
Resolved
Yes
Yes
Was the BB Router Stopped?
No
Stop BlackBerry Router for 20 Minutes
Are users able to send?
No
No
Yes
Is the Send As Permission Set? See the video to find out how
Yes
Number of Users
Single User
No
Check the BlackBerry Device Configuration
Are users in a protected group? See KB12309
Yes
Grant Send As using Dsacls.exe
Multiple Users
No
Is the user able to send?
Resolved
Yes