

Some BlackBerry's do not work after installing LogicMail with pop up messages like:
"Authentication Username:Password"

The below fix worked for a BlackBerry 8330 v4.5.0.186 (Platform 3.4.0.59) with the new version CRYPTOGRAPHIC KERNAL v3.8.5.32a.

Follow all settings using information located at:

http://militarycac.com/files/Installing_LogicMail_on_a_personal_BlackBerry.pdf

Your results may vary:

STEP 1. Sprint says to shutdown the BlackBerry for 30 sec(s)(this will reboot the BlackBerry).

STEP 2. Turn it back on. Do not do anything, until the system stops. That means when the 2 arrows stop showing receiving data (in right top window).

STEP 3. Go to the "Options" Scroll down to "Mobile Network"

STEP 4. After pressing "Mobile Network" You should have a new window. Data Services, Mobile Network, and etc.

STEP 5. Left click BlackBerry Sign. Next to your Green talk button.

STEP 6. Scroll down to "Diagnostics Test" hit enter or push in your scroll mouse.

STEP 7. New screen "Diagnostics Test Application". Hit BlackBerry Sign Button again.

STEP 8. Scroll up to Run. Hit enter or push in scroll mouse.

wait until it completes its test. Will receive a test email "BlackBerry Registration".

STEP 9. Hit return arrow key twice. Should bring you back to DATA services again.

STEP 10. Hit Blackberry key. Scroll up to "Start Provisioning" hit enter or push in scroll mouse.

STEP 11. New window box "Provisioning Status" do nothing until complete. Press OK "will receive another email "Blackberry Registration".

BlackBerry should work with Logic Mail.

Information provided by SSG David Maddox on 21 December 2010