

BlackBerry services 'normal' despite earlier probe tweet

November 10 2011

Research In Motion said late Wednesday that BlackBerry services are working normally after [earlier announcing](#) a probe into reports that users hit by a recent outage were still experiencing email woes.

"BlackBerry services are currently operating normally in the EMEIA regions," the company said in a statement, referring to Europe, the Middle East, India and Africa.

A giant [service outage](#) last month affected millions of people worldwide and the Canadian company had said in a [tweet](#) Wednesday that it was "getting reports that some users are experiencing delays," and promised to update users.

RIM's network services for the popular smartphone were down intermittently for up to three days in October in [western Asia](#), the Middle East, Africa, Europe, and North and South America.

RIM blamed the failure of a "core switch" at a facility in Europe as well as a backup mechanism for the initial problem, knocking out emails and messaging for users.

The problems cascaded as emails backed up at the company's server hubs.

RIM has set out to make amends with customers by offering \$100 worth of premium applications such as games and hands-free operating

programs.

Meanwhile, lawsuits in the United States and Canada were filed seeking class action status to represent all BlackBerry users in the respective countries and call for RIM to pay unspecified cash damages.

RIM's stock fell 3.11 percent Wednesday in Toronto to CAN\$18.14 (US\$17.74).

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Citation: BlackBerry services 'normal' despite earlier probe tweet (2011, November 10) retrieved 26 April 2024 from <https://phys.org/news/2011-11-blackberry-earlier-probe-tweet.html>

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