

Unable to email Customer Statements, email button is greyed out

Summary:

Email button is greyed out on Customer Statements screen

Email button is greyed out when trying to email customer statements in Customers / Reports / Statements

Cause:

The User's System Security code is not setup to allow emailing of reports.

Solution:

- In Setup / System / Security Codes, on the Authorizations tab, ensure "Allow emailing of reports" is checked.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=660>