# Error: "No Available Apps" or "Action Blocked" when reinstalling MultiLine for Intune

Last Modified on 11/13/2024 12:41 pm EST

We have identified there is a known issue for MultiLine for Intune users reinstalling MultiLine on Samsung devices.

Scenario

After installing and opening the MultiLine Intune application, while activating the following errors may appear:
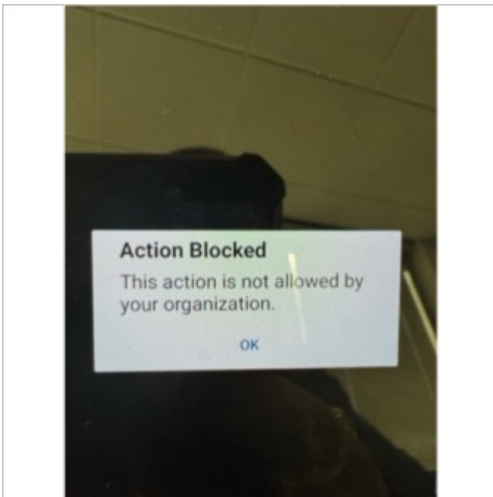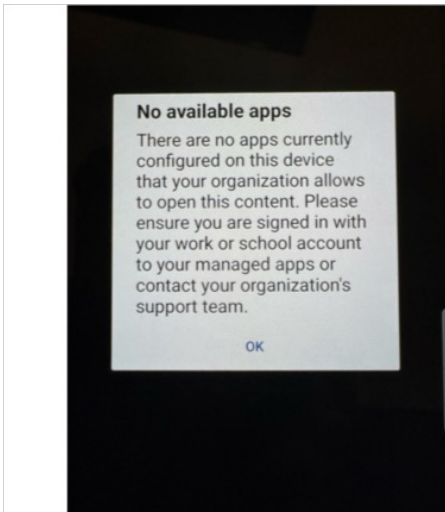

Cause

While Microsoft Support is still investigating the root cause, the Intune SDK team has suggested a possible cause for the issue. The Link to Windows (https://play.google.com/store/apps/details?id=com.microsoft.appmanager&hl=en) ⧉ application is interfering with Intune's policy management for MultiLine.
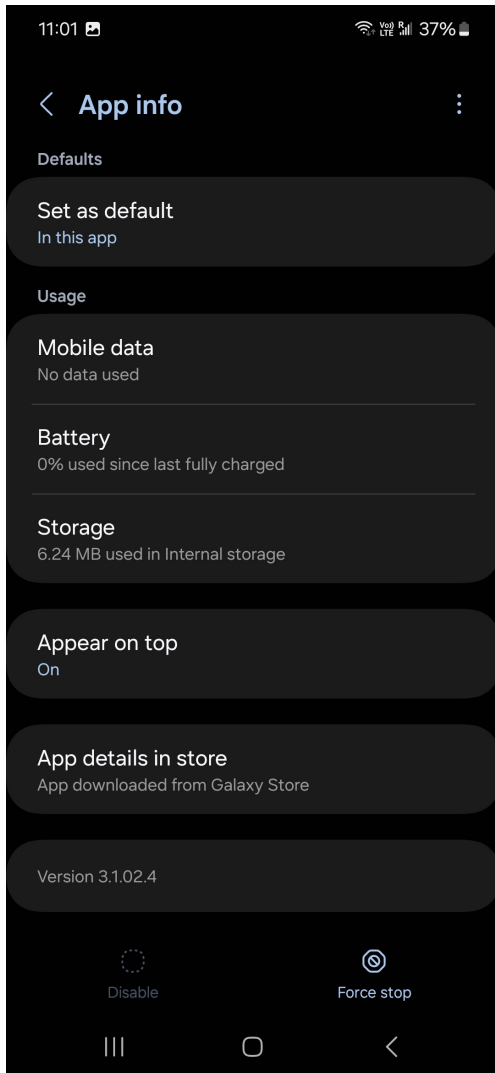
Workaround

Movius is working with Microsoft to address the issue. In the meantime, please use the following steps to resolve the problem:

1. Uninstall MultiLine for Intune
2. Search for "**Link to Windows**"
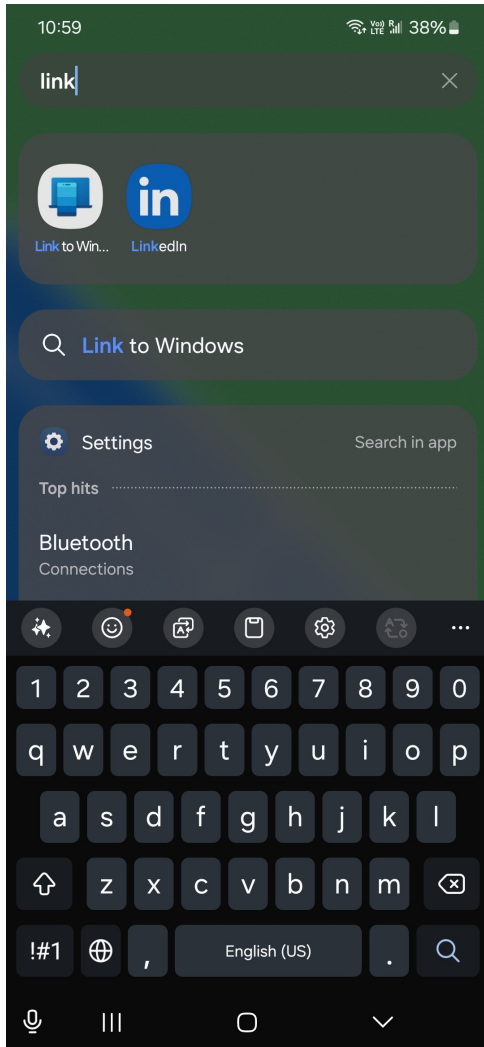
3. Long press the **Link to Windows** app, then select **App Info**

4. Select **Storage**, then select **Clear Data**

You should now be able to reinstall and successfully activate the application.