In order to continue processing this message,

remote support platform for SAP Business One (RSP) must be installed and the latest System Status Report (SSR) must be uploaded to SAP.

We recommend scheduling the SSR task result on a weekly basis(as well as other RSP tasks results).

Alternatively, run the SSR task result manually immediately before creating any Customer Message.   
  
SAP expects that the very latest RSP version and patch level is running. Please refer to Notes 1733065 and 1604172 for further details.  
  
In case you are experiencing an issue with the upload of task results to SAP, refer to note 1879295.   
  
After the SSR has been uploaded, please ensure youhave followed the B1iSN guide, section 9.4 of Guide 02 integration Dev   
This canbe found as follows:   
Open Integration Application Explorer->Application Manager->Manage Applications->Select To enter, click here Subsidiary Integration Console   
In the New Window select Tools   
In the New Window select Guide-> 02 Integration Dev