Question:

Question: Why is an SAP Business One add-on sending duplicate emails to clients?
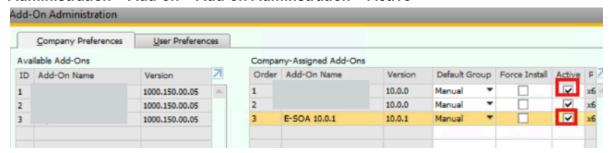

Answer:

Duplicate emails from an SAP Business One add-on typically occur when the add-on's email sending functionality is activated in two different locations simultaneously: both within the SAP Business One client's Add-On Administration settings and through a separate configuration in the System Landscape Directory (SLD) or the add-on's own service settings. Each active configuration attempts to send the email, resulting in duplicates.
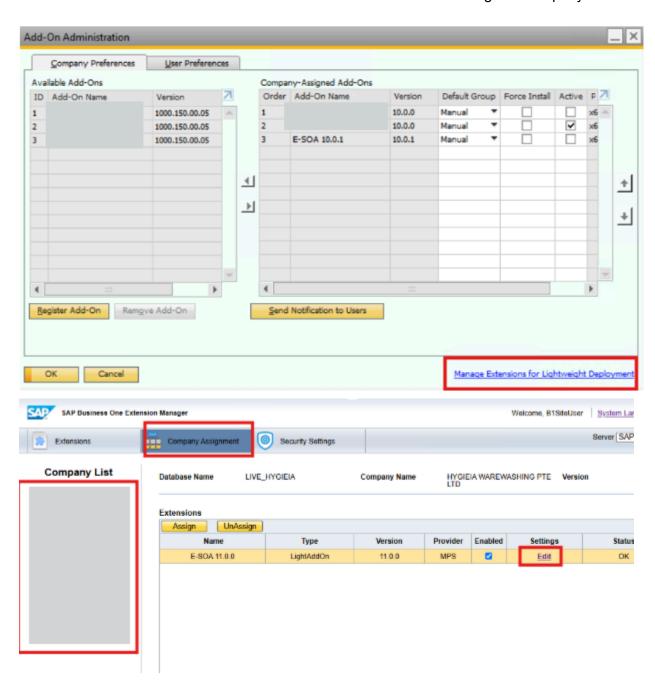
Solution:
To stop the duplicate emails, you need to deactivate one of the overlapping email sending configurations. The most common and recommended approach is to deactivate the add-on's email sending within the SAP Business One client's Add-On Administration, assuming the add-on's dedicated service is the intended primary method for sending.
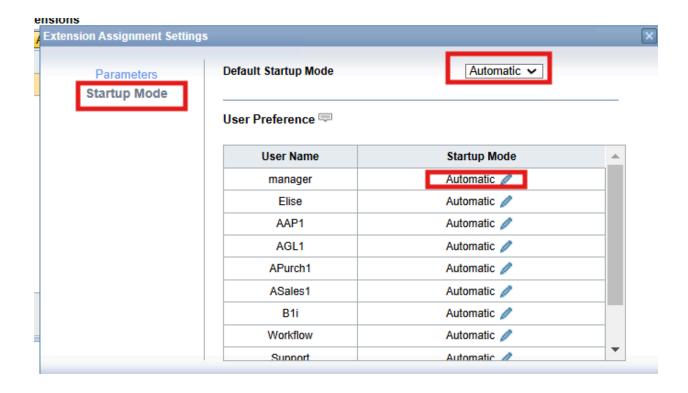
Administration > Add-on > Add-on Adminstration > Active

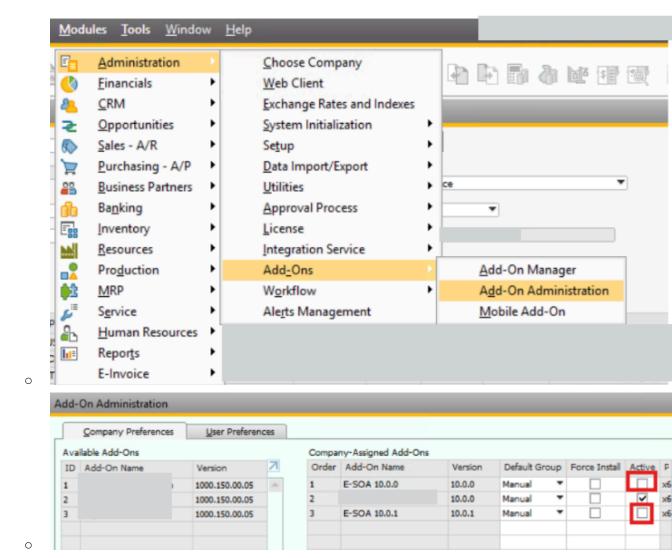**"Automatic" Status (via SLD Link):**

Administration > Add-on > Add-on Adminstration > Link at the Bottom Right > Company tab

Steps to Resolve Duplicate Emails:

1. **Access Add-On Administration in SAP Business One:**
   - Navigate to `Administration > Add-Ons > Add-On Administration`.
2. **Check "Active" Status (within SAP B1 Client):**
   - In the "Add-On Administration" window, look at the **"Active"** column for the problematic add-on. If it is checked, it means the add-on is configured to run and potentially send emails directly from the client.

3. **Check "Automatic" Status (via SLD Link):**
   ○ At the bottom-right of the "Add-On Administration" window, there is often a **"Link"** button or similar. Click this to open the add-on's settings in the System Landscape Directory (SLD) or its dedicated configuration interface.
   ○ Navigate to the **"Company" tab** (or a similar tab related to email settings or automated tasks).
   ○ Check if there's a setting here that also enables automatic email sending (e.g., "Automatic" checkbox, "Enable Email Sending," etc.).

4. **Deactivate One Configuration:**
   ○ **The recommended resolution is to deactivate the add-on's email sending from within the SAP Business One client's Add-On Administration.**
   ○ In the `Administration > Add-Ons > Add-On Administration` window:
      ■ **Uncheck** the **"Active"** box for the add-on that is sending duplicate emails.
      ■ Click **"Update"** to save this change.

- ○ *Rationale:* This typically ensures that the add-on's dedicated service (which might be more robust for background tasks) becomes the sole sender, preventing conflicts.

5. **Test the Email Sending:**
   - ○ After making the change, perform an action that would trigger an email from the add-on and verify that only a single email is received by the client.