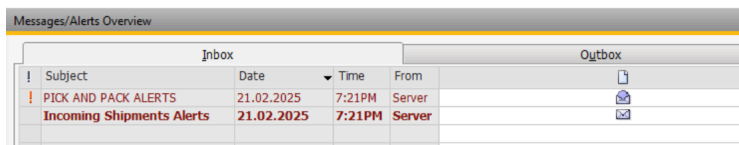


Question:

Why are Pick & Pack alerts not updating or appearing as expected in SAP Business One?

Scenario: Users are not receiving or seeing real-time updates for Pick & Pack related alerts, even after relevant documents (e.g., Sales Orders, Deliveries) have been processed or their status has changed.



The screenshot shows the 'Messages/Alerts Overview' window in SAP. It has two tabs: 'Inbox' and 'Outbox'. The 'Inbox' tab is active, displaying a table with columns: Subject, Date, Time, and From. There are two rows of alerts. The first row has a red exclamation mark icon, the subject 'PICK AND PACK ALERTS', the date '21.02.2025', the time '7:21PM', and the source 'Server'. The second row has the subject 'Incoming Shipments Alerts', the date '21.02.2025', the time '7:21PM', and the source 'Server'. The 'Outbox' tab is empty.

Inbox				Outbox
Subject	Date	Time	From	
! PICK AND PACK ALERTS	21.02.2025	7:21PM	Server	
Incoming Shipments Alerts	21.02.2025	7:21PM	Server	

Answer:

Resolution: Issues with alerts not updating in SAP Business One are often related to the **Job Service** within the System Landscape Directory (SLD), which is responsible for running background tasks, including alerts and notifications.

Steps to Troubleshoot and Resolve:

1. Access the System Landscape Directory (SLD):

- Open your web browser and navigate to your SAP Business One SLD URL. This is typically in the format:
`https://<server_name>:40000/ControlCenter/` (replace `<server_name>` with your SAP B1 server's hostname or IP address). You may need to use `http` if SSL is not configured.
- Log in with your SLD credentials (usually `b1siteuser` or an equivalent administrator).

2. Navigate to the Services Tab:

- Once logged into the SLD, click on the **"Services"** tab.

3. Check Job Services:

- Look for services related to **"Job Services"**, **"Schedule Manager"**, or **"Alerts"**. The exact name might vary slightly based on your SAP Business One version and setup, but "Job Service" is the most common.

- Verify the **"Status"** of this service. It should ideally be "Running" or "Started".
4. **Restart the Job Service (if necessary):**

- If the Job Service is not running, or if you suspect it's stuck, try to **restart** it.
- Select the Job Service, and then click on the **"Stop"** button.
- Wait a few moments (e.g., 30 seconds).
- Then, click on the **"Start"** button.
- Confirm that the status changes to "Running".

The screenshot shows the 'SAP Business One Job Service' configuration window. The 'Job Service Configuration' tab is active. Under 'Mailer Settings', the 'Status' is 'RUNNING' with a green dot and a 'Stop' button. The 'SMTP Server' is 'smtp.gmail.com', 'SMTP Port' is '25', 'User Name' is 'billing@mclinkgroup.com', and 'Language' is 'English (United States)'. There are checkboxes for 'Anonymous', 'Use TLS Encryption' (checked), 'Right-to-left Text', and 'Include Subject In Message Body'. 'Test Connection' and 'Save' buttons are at the bottom.

5. **Verify Alerts in SAP Business One:**

- After restarting the service, log into SAP Business One.
- Perform an action that should trigger a Pick & Pack alert (if possible) or simply wait for a short period.
- Check if the alerts are now updating correctly.

Additional Considerations:

- **Service Logs:** If restarting the service doesn't resolve the issue, check the logs for the Job Service within the SLD for any error messages that could indicate the root cause.
- **Server Resources:** Ensure the server hosting SAP Business One and the SLD has sufficient resources (RAM, CPU) and disk space.
- **Database Connectivity:** Verify that the Job Service has proper connectivity to the SAP Business One database.
- **Scheduled Task:** Ensure that the specific Pick & Pack alert definition itself is active and correctly configured within SAP Business One ([Administration](#) > [Setup](#) > [General](#) > [Alert Management](#)).

