

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 Administration > Active

Add-On Administration

Company Preferences

User Preferences

Available Add-Ons

ID	Add-On Name	Version	
1		1000.150.00.05	
2		1000.150.00.05	
3		1000.150.00.05	

Company-Assigned Add-Ons

Order	Add-On Name	Version	Default Group	Force Install	Active	P
1		10.0.0	Manual	<input type="checkbox"/>	<input checked="" type="checkbox"/>	x6
2		10.0.0	Manual	<input type="checkbox"/>	<input checked="" type="checkbox"/>	x6
3	E-SOA 10.0.1	10.0.1	Manual	<input type="checkbox"/>	<input checked="" type="checkbox"/>	x6

"Automatic" Status (via SLD Link):

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

Add-On Administration

Company Preferences User Preferences

Available Add-Ons

ID	Add-On Name	Version
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2		1000.150.00.05
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Company-Assigned Add-Ons

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2		10.0.0	Manual	<input type="checkbox"/>	<input checked="" type="checkbox"/>	x6
3	E-SOA 10.0.1	10.0.1	Manual	<input type="checkbox"/>	<input type="checkbox"/>	x6

Register Add-On Remove Add-On Send Notification to Users

OK Cancel

[Manage Extensions for Lightweight Deployment](#)

SAP Business One Extension Manager

Welcome, B1SiteUser | [System Log](#)

Extensions Company Assignment Security Settings

Server SAP

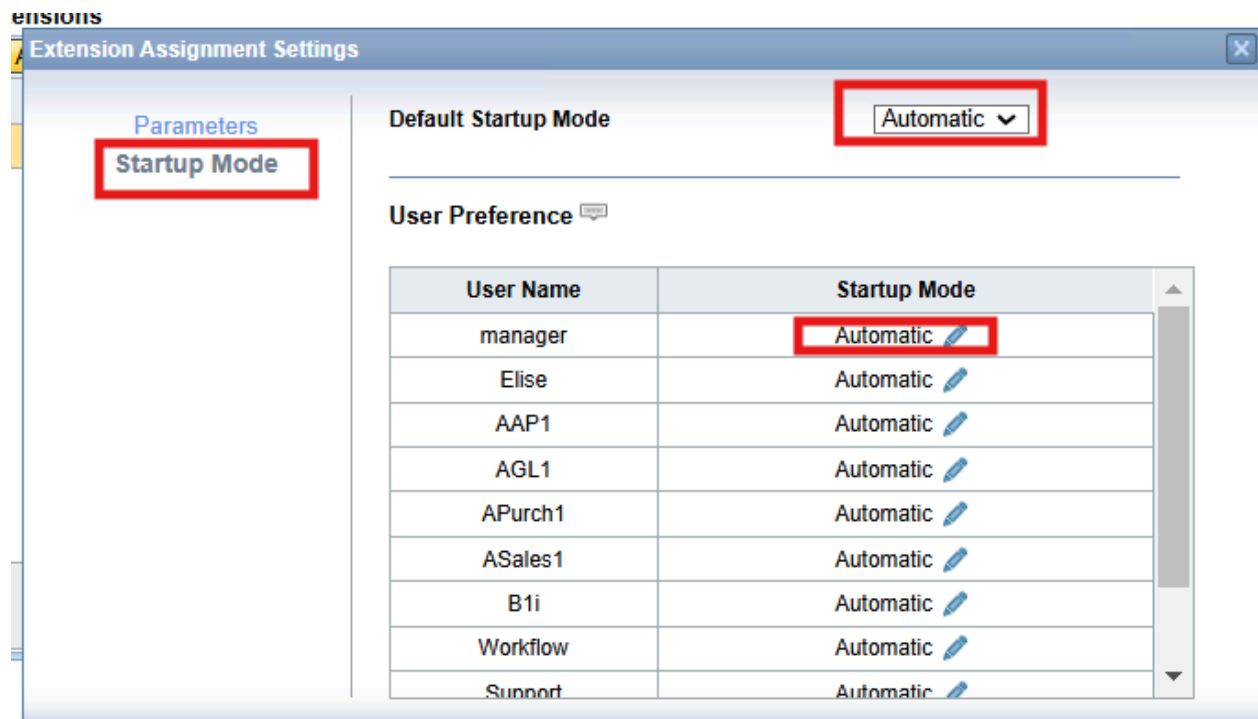
Company List

Database Name LIVE_HYGIEIA Company Name HYGIEIA WAREWASHING PTE LTD Version

Extensions

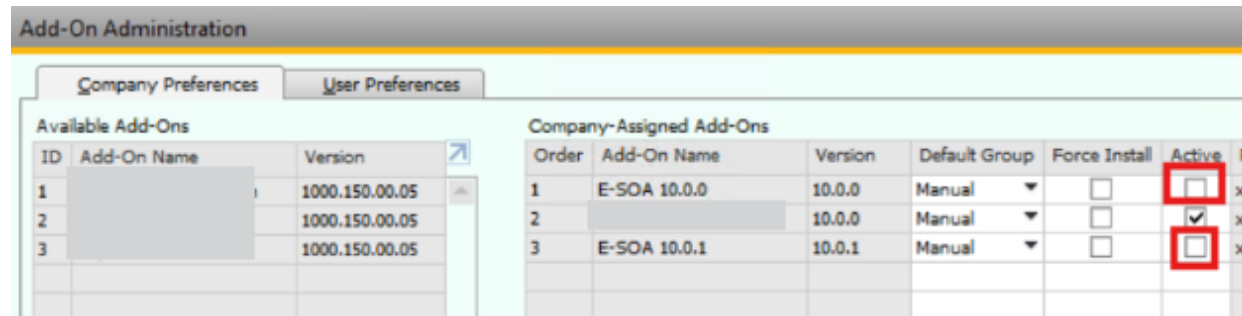
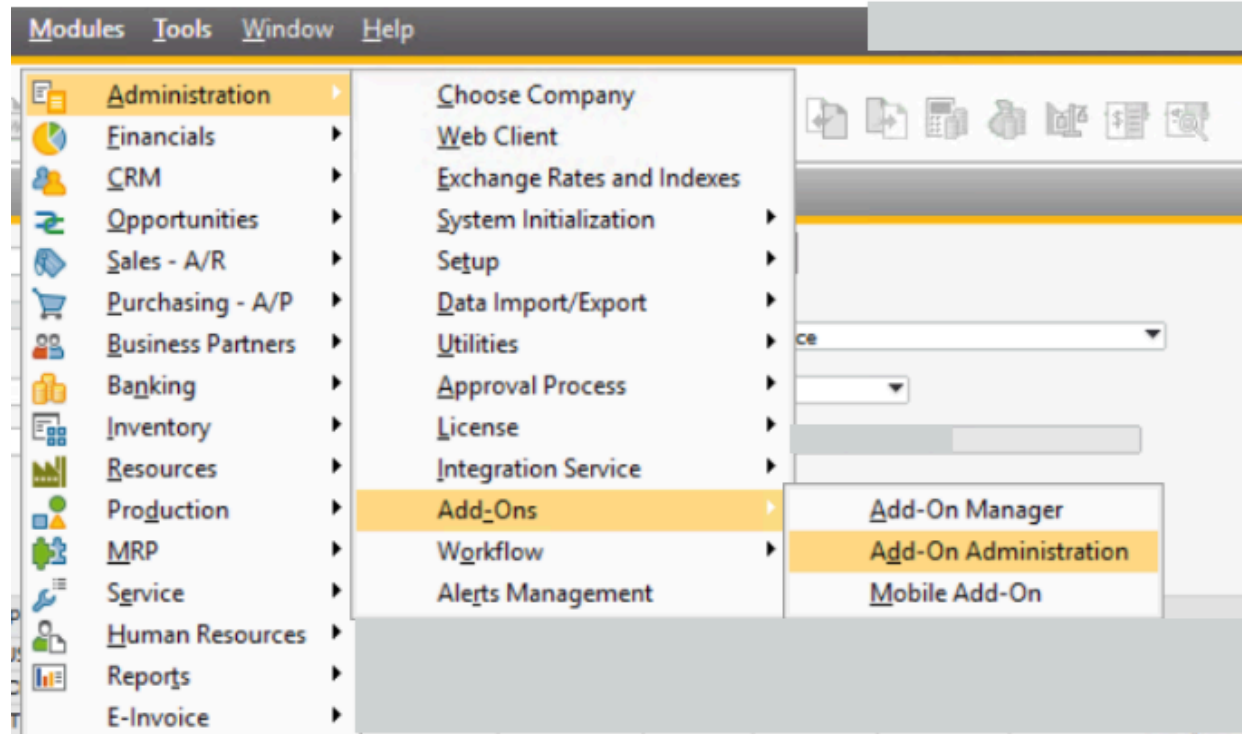
Assign UnAssign

Name	Type	Version	Provider	Enabled	Settings	Status
E-SOA 11.0.0	LightAddOn	11.0.0	MPS	<input checked="" type="checkbox"/>	Edit	OK



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.