# Question:

## Question: Why are emails not being sent from SAP Business One, and how can this issue be resolved?

| # | | Message |
|---|---|---------|
| | ✔ Errors | ✔ Warnings | ✔ Information |
| 1 | ✖ | One of the base documents has already been closed [A/R Invoice - Rows - Base Document Internal ID][line: 1]  [Message 173-49] |
| 2 | ✖ | Error occurred for template MEIXI630 |
| 3 | ⓘ | Batch execution of recurring transactions has ended |

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# Answer:

Email sending issues in SAP Business One are typically related to incorrect mail server settings, either within the individual user's preferences or at the system-wide service level. Here are two primary options to resolve this:

Option 1: Verify Individual User Email Account Settings

# Active users

Add a user   Multi-factor authenti
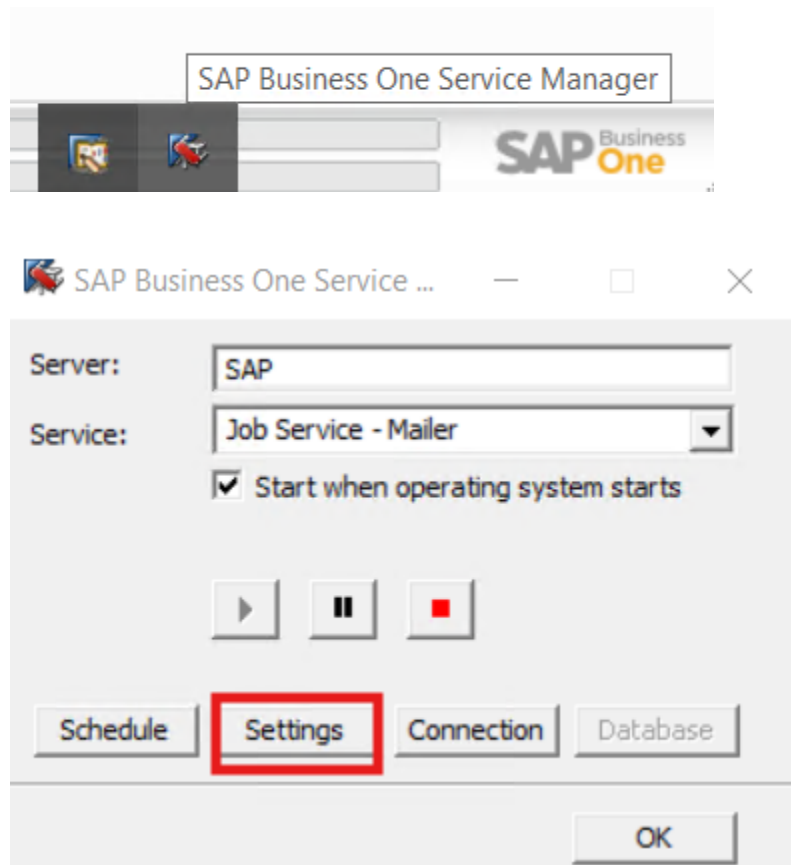
☑ Display name ↑

☑ **Statement of Account**

←

# Manage email apps

Choose the apps where Statement of Account can access Microsoft 365 email.

☑ Outlook on the web

☑ Outlook desktop (MAPI)

☑ Exchange web services

☑ Mobile (Exchange ActiveSync)

☑ IMAP

☑ Pop

☑ Authenticated SMTP

Save changes

Option 2: Adjust SMTP Settings in SAP Business One Service Manager

## General Settings ✕

**Mail Settings:**

| | |
|---|---|
| SMTP Server: | smtp.gmail.com |
| SMTP Port: | 465 |
| User name: | |
| Password: | xxxxxxxx |
| Encoding: | English (United States) ▼ |
| SMTP Client: | Microsoft .NET ▼ |
| Authentication: | Basic Authentication ▼ |

☑ Use TLS Encryption    Test Connection

☐ HTML direction right-to-left

☐ Include subject in message body

**Fax Settings:**

| | |
|---|---|
| Microsoft Fax Server: | |
| Fax Server Type: | Microsoft Fax ▼ |

☐ Send error notification to user

☑ Send success notification to user

☐ Send notification by internal mail

**Scheduled Report Settings:**

SAP Business One Client Executable:

[                                                ]  Browse...

| | | |
|---|---|---|
| Email subject prefix: | | Report creation timeout in minutes: | 1 |
| Sender name: | | Logging Level: | Minimal ▼ |
| Sender email: | | | |

OK        Cancel

Type a new email address in username field and the corresponding password