

Question:

Resolving Blank Dashboard and Missing Sidebar

My SAP Business One dashboard is blank, and the left-side navigation bar (sidebar) is missing. How can I resolve this?



Answer:

Simple Workflow to Resolve:

1. **Contact Your IT Team / System Administrator:**
 - The most common and effective first step is to inform your IT team or SAP Business One administrator.
 - Explain that your SAP Business One dashboard is blank and the left sidebar is missing.
2. **Request Service Restart (IT Team Task):**
 - Ask your IT team to **restart the relevant SAP Business One services on the server**. This typically includes:
 - **SAP Business One Server**
 - **SAP Business One Integration Service** (if cockpits or dashboards rely on B1iF)
 - **SAP HANA Database Services** (if you are on SAP Business One for HANA) or **SQL Server Services** (if you are on SAP Business One for SQL Server).
 - Restarting these services can often clear temporary glitches and re-establish proper connections for the client.
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