

Question:

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

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 authentication

☒ Display name ↑

☒ Statement of Account



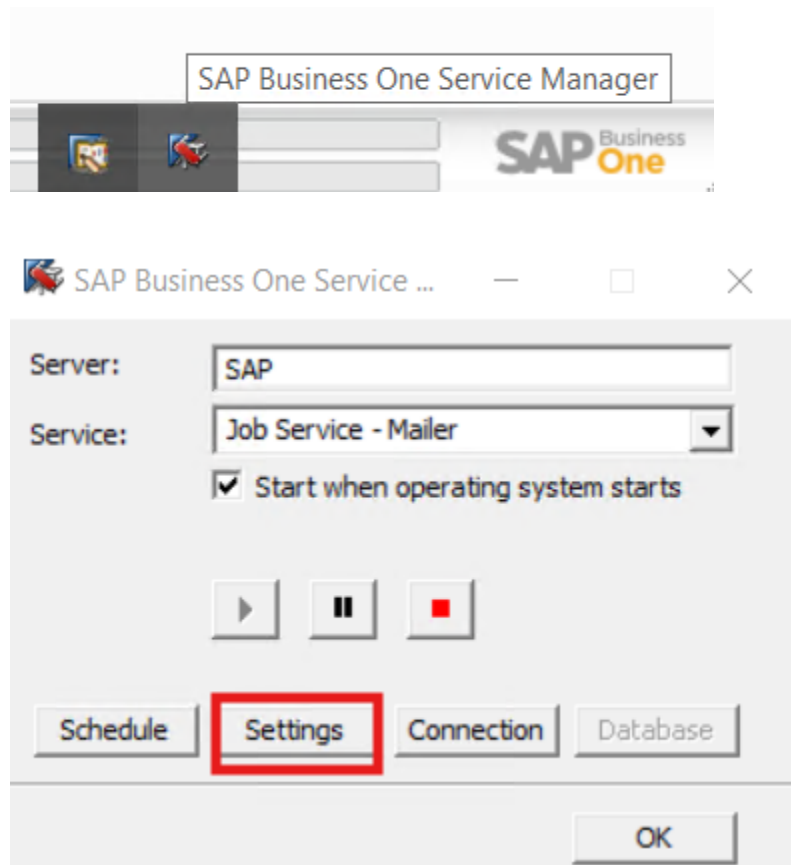
Manage email apps

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:		Fax Settings:	
SMTP Server:	<input type="text" value="smtp.gmail.com"/>	Microsoft Fax Server:	<input type="text"/>
SMTP Port:	<input type="text" value="465"/>	Fax Server Type:	<input type="text" value="Microsoft Fax"/>
User name:	<input type="text"/>	<input type="checkbox"/> Send error notification to user	
Password:	<input type="password" value="XXXXXXXX"/>	<input checked="" type="checkbox"/> Send success notification to user	
Encoding:	<input type="text" value="English (United States)"/>	<input type="checkbox"/> Send notification by internal mail	
SMTP Client:	<input type="text" value="Microsoft .NET"/>		
Authentication:	<input type="text" value="Basic Authentication"/>		
<input checked="" type="checkbox"/> Use TLS Encryption	<input type="button" value="Test Connection"/>		
<input type="checkbox"/> HTML direction right-to-left			
<input type="checkbox"/> Include subject in message body			
Scheduled Report Settings:			
SAP Business One Client Executable:		<input type="text"/> <input type="button" value="Browse..."/>	
Email subject prefix:	<input type="text"/>	Report creation timeout in minutes:	<input type="text" value="1"/>
Sender name:	<input type="text"/>	Logging Level:	<input type="text" value="Minimal"/>
Sender email:	<input type="text"/>		
<input type="button" value="OK"/> <input type="button" value="Cancel"/>			

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