

## MPR Id- 494653 (CRM alerts)

**Problem Statement-** Check CRM alerts as per trail mail. No record is showing up in the alert.

### **Solution:**

1. Records are being displayed from the mails fired through report scheduler.
2. For this **Case Id 492712** has been raised to the product team.

Incident

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CASE NUMBER

00492712

STATUS CODE

Acknowledged / Assigned

ASSIGNED TO

[Hemant Kumar Verma](#)

REPORTED ON

11-02-2025 9:59 AM

Important Details

Case Owner: [Pankaj Kumar](#)

Account: [Apides Solutions Pvt Ltd](#)

Priority: P3

Impact Area: Not Specified

Project: [Biztech-BOW](#)

Assigned To: [Hemant Kumar Verma](#)

Summary (Fe)

Activities

Notes & Attachments

History

Category: CRMNEXT Core Application

SubCategory: Functional

Sub-SubCategory: Others

Reported On: 11-02-2025 9:59 AM

Subject: No Data Displayed in Report in Mail Sent Through Report Scheduler

Details: No data is being displayed in the mail in the report which is being sent through report scheduler and when the same report is executed directly on the portal then data is visible.  
Report Scheduler- Payment Milestones Due in Current week  
Scheduler Name- Milestones Due in Current week  
Report Name- Payment Milestone Due in current week  
  
Port- my.businessneed.com  
Build- 11.31.11.8  
  
Refer to screenshot for more details

Aging: 20 D 5 H 24 M

Parent / MPR Case: [\(Show Hierarchy\)](#)