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English

## SAP Business One

Service Manager

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## Icons

Icon	Meaning
	Caution
	Example
	Note or Tip
	Recommendation
	Syntax


## Typographic Conventions

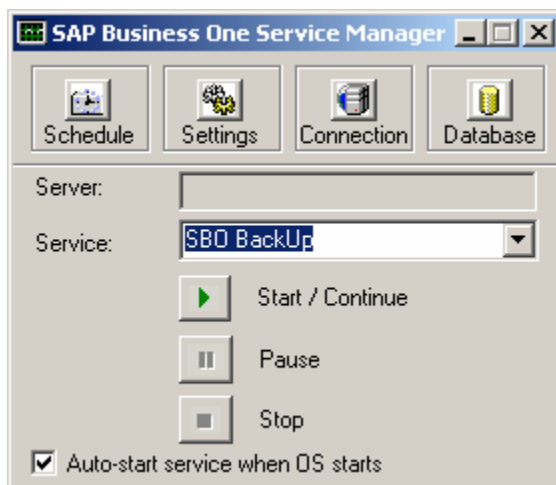
Type Style	Description
<i>Example text</i>	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options.  Cross-references to other documentation.
<b>Example text</b>	Emphasized words or phrases in body text, titles of graphics and tables.
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
Example text	Screen output. This includes file and directory names and their paths, messages, source code, names of variables and parameters as well as names of installation, upgrade and database tools.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.
<b>Example text</b>	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example text>	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.

# 1 Configuring SBO BackUp

## 1.1 Configuring SBO BackUp

Follow the instructions below to configure SBO BackUp:

1. On the Windows taskbar, double-click  to start the *Service Manager* applications. Alternatively, select *Start* → *Programs* → *SAP Manage* → *Server Tools* → *Service Manager*.
2. On *SAP Business One Service Manager*, select *SBO BackUp* from the *Service* drop-down list.

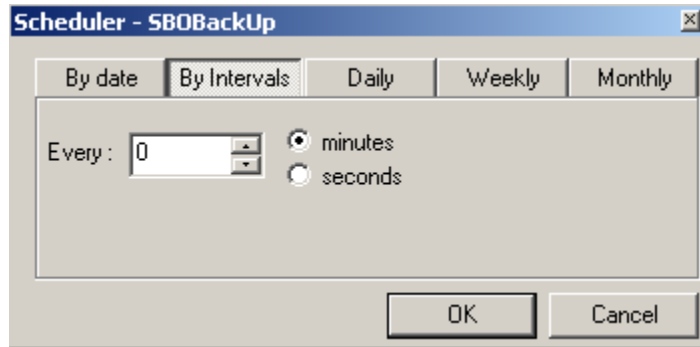


3. Select one of the following options to:
  - *Start/Continue* – to activate the service.
  - *Pause* – to pause the service.
  - *Stop* – to stop the service.
4. Select *Auto-start service when OS starts* to activate Service Manager automatically.

### 1.1.1 BackUp Scheduler

The Scheduler panel enables you to define different backup time modes.


1. Choose  to open the *Scheduler - SBOBackUp* panel.

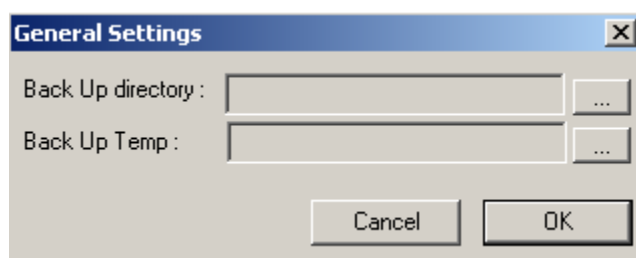


2. Select one of the following backup time modes:
  - *By date* – use this tab to define a certain time and date in which the backup process will take place.
  - *By intervals* – use this tab to set an interval of minutes/seconds for the backup process to take place.
  - *Daily* – use this tab to set a fixed hour during the day, in which the backup process will take place.
  - *Weekly* – use this tab to define a day and hour during the week, in which the backup process will take place.
  - *Monthly* - use this tab to define a day and hour during the month, in which the backup process will take place.
3. Choose *OK* to close the panel.

## 1.1.2 General Settings

The General Settings panel enables you to define the directory for saving backups.

1. Choose  to open the *General Settings* panel.



2. Choose ... in the *Back Up Temp* field to select a temporary folder for saving the backups.



When the backup process is complete, the backup file is compressed and saved in the folder defined in the *Back Up Directory* field. The file is then removed from the *Back Up Temp* folder. In case the compressing process has failed, or the Service Manager failed to copy the compressed file to the backup directory, the backup file will not be deleted from the *Back Up Temp* directory.

- Choose ... in the *Back Up Directory* field to select the destination for the backup files. Use the SAP Business One shared folder:

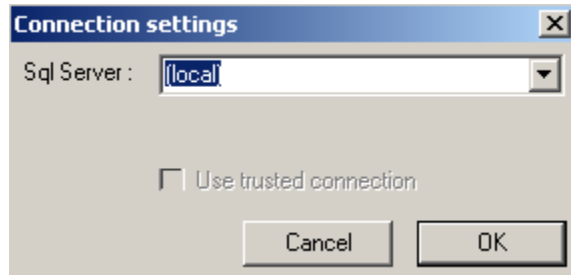
C:\Program Files\SAP Manage\SAP Business One\SBO\_SHR\Backups.

### 1.1.3 SAP Business One Databases

The Connection Settings panel enables you to define the appropriate SQL Server.



- Choose **Connection** to open the *Connection Settings* panel.



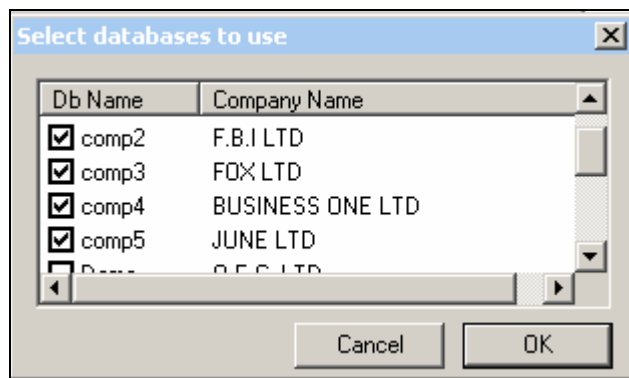
- Select *SAP Business One* server.
- Choose *OK* to confirm.

### 1.1.4 Selecting Databases to Use

The Select Databases to use panel enables you to select databases you have to check and send emails.



- Choose **Database** to open the *Select databases to use* panel.



- Select databases you want to back up.
- Choose *OK* to confirm.



- In addition, the paths defined in *Administration* → *General Settings* → *Paths* are backed-up as well (the *Attachments*, *Bitmaps*, *ExcelDocs* and *WordDocs* folders).

- Define an actual path in the *General Settings* panel. For example, if you select the C drive as a path instead of the specific folder in the C drive, the whole C drive will be backed-up.
- To complete the backup process, the backup files should be saved on external backup media.




**DO NOT recompress the backup file.**

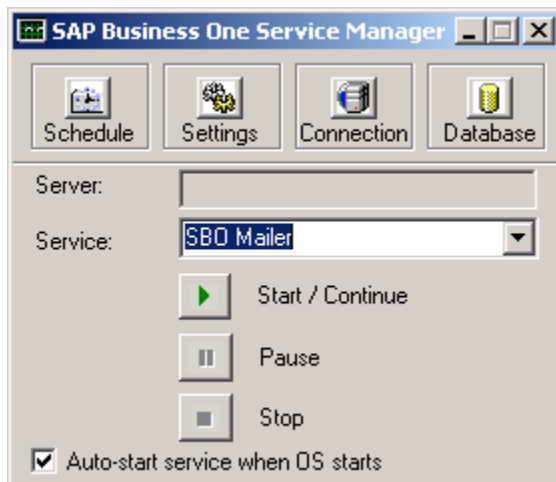
## 2 Configuring SBO Mailer

### 2.1 Configuring SBO Mailer

Follow the instructions in the sections below to configure the Service Manager applications.

Follow the procedures below to configure SBO Mailer.

1. On the Windows taskbar, double-click  to start the *Service Manager* applications. You may also select *Start* → *Programs* → *SAP Business One* → *Service Manager*.
2. On *SAP Business One Server Manager*, select *SBO Mailer* from the *Service* drop-down list.



3. Select one of the following options to:
  - *Start/Continue* – to activate the service.
  - *Pause* – to pause the service.
  - *Stop* – to stop the service.
4. Select *Auto-start service when OS starts* to activate Service Manager automatically.

#### 2.1.1 SBO Mail Scheduler

The Scheduler panel enables you to define different mailing modes.

1. Choose  to open the *Scheduler - SBOMail* panel.




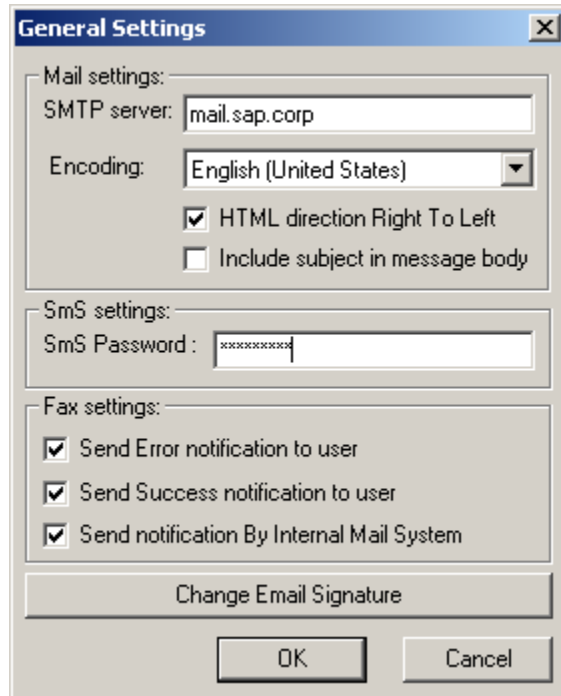
2. Select one of the following backup time modes:
  - *By date* – use this tab to define a certain time and date in which the mailing process will take place.
  - *By intervals* – use this tab to set an interval of minutes/seconds for the mailing process to take place.
  - *Daily* – use this tab to set a fixed hour during the day, in which the mailing process will take place.
  - *Weekly* – use this tab to define a day and hour during the week, in which the mailing process will take place.
  - *Monthly* – use this tab to define a day and hour during the month, in which the mailing process will take place.
3. Choose *OK* to close the panel.

## 2.1.2 General Settings

The Connection Settings panel enables you to define the appropriate SQL Server.



1. Choose the icon  to open the *General Settings* panel.

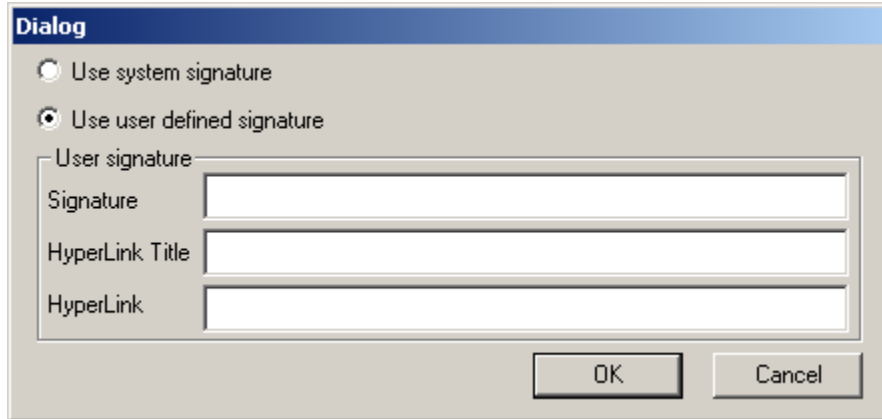


2. In *SMTP Server* field, enter the *IP address* or the *Bios name* of your outgoing Mail server. If you make changes in the SMTP server field, the service must be stopped and then re-started.
3. In the *Encoding* field, select the language in which you write emails.
4. Select *HTML Direction Right to Left* to define the direction of the email text.
5. Select *Include Subject in Message Body* to define whether the subject of an email should be included in the message body as well.
6. In the *SMS Password* field, enter the service password supplied by your SMS service supplier.



The SMS functionality is supported only for the Israeli localization.

7. On the *Fax settings* sub-panel define:
  - *Send Error Notification to User* – select the checkbox to define whether to send an internal message in case of failure.
  - *Send Success Notification to User* – select the checkbox to define whether to send an internal message when an email, an SMS or a fax are sent successfully.
  - *Send by Internal Mail System* – select the checkbox to define whether to send internal email as notification.
8. Choose *Change Email Signature* to change the email signature settings.



- Choose *Use system signature* to use the signature of the system, or *Use user defined signature* to use the signature that you define.
- For the *User signature*, enter the signature itself, the title of the company's home page, and the link to the home page.



To send faxes from SAP Business One, Symantec WinFax Pro 10.0 needs to be installed on the same computer as Service Manager. Symantec WinFax Pro 10.0 must be purchased separately. You are advised to check that your system meets the system requirements as described by the manufacturer.

Symantec WinFax Pro 10.0 does not require special configurations or settings to work with SAP Business One.


9. Choose *OK* to confirm.

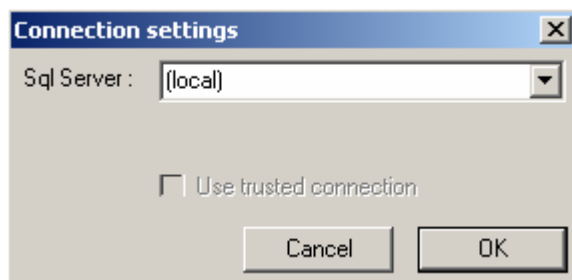


To display internal messages in SAP Business One, choose the following path:  
*Window* → *Messages/Alert Overview*.

### 2.1.3 Connection Settings

The Connection settings panel enables you to define the appropriate SQL Server.

1. Choose  to open the *Connection Settings* panel.




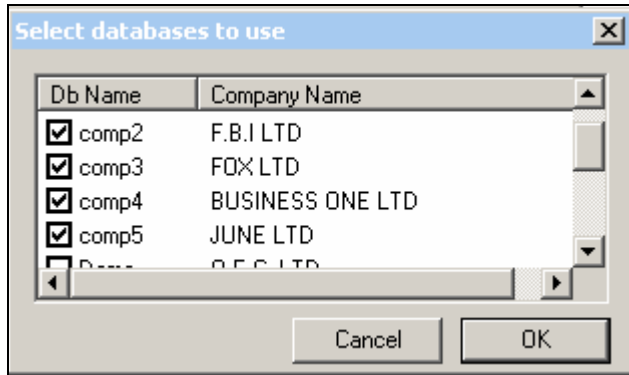
2. Use the *SQL Server* field to select the appropriate SAP Business One server.

## 2.1.4 Selecting Databases to Use

The *Select Databases to use* panel enables you to select databases you have to check and send emails.



1. Choose the  icon to open the *Select databases to use* window.



2. Select SAP Business One databases from which e-mails, SMS or faxes could be sent.
3. Choose *OK* to confirm.

### **3 Uninstalling SBO Service Manger, SBO BackUp, and SBO Mailer**

You can uninstall SBO Service Manger, SBO BackUp, and SBO Mailer when you uninstall SAP Business One. For more information, see System Setup Guide 6.5.