magmodules



Synchronisation Logs

E-boekhouden Connection for Magento 2

The Synchronisation Logs section contains three separate grids that track all sync activity between Magento and e-Boekhouden. Use these logs to monitor sync status, troubleshoot errors, and verify successful data transfers.

Location: Accounting → Synchronisation Logs

Available Log Grids

Grid	Location	Description
Invoice Log	Synchronisation Logs → Invoice	Tracks invoice sync attempts
Credit Memo Log	Synchronisation Logs → Credit Memo	Tracks credit memo sync attempts
Customer Log	Synchronisation Logs → Customer	Tracks customer sync attempts

Invoice Log

Tracks all invoice synchronization attempts to e-Boekhouden.

Columns

Column	Description
ID	Internal log entry ID
Order	Order increment ID (clickable link to order)
Invoice ID	Invoice increment ID
Message	Sync result message or error details
Date Created	When the sync attempt occurred
Platform	Accounting platform (e-Boekhouden)
Success	Yes/No indicator of sync result

Common Messages

Message Type	Meaning
Success	Invoice successfully created in e-Boekhouden

Message Type	Meaning
Customer created	New customer was created during invoice sync
API error	Connection or authentication issue
Validation error	Missing required data

Credit Memo Log

Tracks all credit memo synchronization attempts to e-Boekhouden.

Columns

Column	Description
ID	Internal log entry ID
Order	Order increment ID (clickable link to order)
Creditmemo ID	Credit memo increment ID
Message	Sync result message or error details
Date Created	When the sync attempt occurred
Platform	Accounting platform (e-Boekhouden)
Success	Yes/No indicator of sync result

Common Messages

Message Type	Meaning
Success	Credit memo successfully created in e-Boekhouden
Invoice not found	Original invoice wasn't synced first
API error	Connection or authentication issue

Customer Log

Tracks all customer synchronization attempts to e-Boekhouden.

Columns

Column	Description
ID	Internal log entry ID
Message	Sync result message or error details
Date	When the sync attempt occurred
Platform	Accounting platform (e-Boekhouden)
Success	Yes/No indicator of sync result

Common Messages

Message Type	Meaning
Customer created	New debtor created in e-Boekhouden
Customer updated	Existing debtor was updated
Duplicate found	Customer already exists, linked to existing record
Validation error	Missing email or required fields

Understanding Log Entries

Success Indicators

- **Green checkmark / Yes:** Sync completed successfully
- **Red X / No:** Sync failed - check message for details

Log Entry Lifecycle

1. **Sync initiated:** Entry created when sync starts
2. **API called:** Request sent to e-Boekhouden
3. **Response logged:** Result recorded with success/failure
4. **Message stored:** Detailed info or error saved

Filtering Logs

All log grids support filtering:

- **Date range:** Filter by Date Created
- **Success status:** Show only successful or failed syncs
- **Text search:** Search by order number, invoice ID, or message content
- **Platform:** Filter by accounting platform

Use the **Filters** button to access all filter options.

Common Workflows

Find Failed Syncs

1. Open the relevant log grid (Invoice, Credit Memo, or Customer)
2. Filter by Success = No
3. Review error messages
4. Take corrective action based on error type

Investigate Specific Invoice

1. Go to **Synchronisation Logs → Invoice**
2. Search for the order or invoice number
3. Review all sync attempts for that invoice
4. Check messages for success or errors

Monitor Daily Sync Activity

1. Open any log grid
2. Filter by Date Created = Today
3. Review overall success rate
4. Address any failures

Debug API Issues

1. Filter logs for Success = No
2. Look for patterns in error messages
3. Common issues:
    - Authentication failures → Check API credentials
    - Timeout errors → Network or server issues
    - Validation errors → Missing required data

Error Resolution

Authentication Errors

```
Error: Invalid credentials / Authentication failed
```

Solution:

1. Go to Accounting → Configuration → e-Boekhouden Settings
2. Verify API token
3. Test connection

Missing Customer Data

```
Error: Customer email required
```

Solution:

1. Ensure order has valid billing email
2. Check customer record in Magento

Tax Code Errors

```
Error: Invalid tax code
```

Solution:

1. Go to Accounting → Configuration → Tax Rate Mapping
2. Verify all tax rules have valid e-Boekhouden codes
3. Check for typos in tax codes

Invoice Already Exists

```
Error: Invoice number already exists
```

Solution:

- Invoice was previously synced
- Check e-Boekhouden directly for the invoice

Log Retention

Logs are stored indefinitely by default. Consider periodic cleanup for performance:

- Very old logs can be safely removed
- Keep at least 90 days for troubleshooting
- Export important data before cleanup

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the E-boekhouden Connection extension on magmodules.eu

All articles for E-boekhouden Connection

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Configuration Guide
2	Quick Start Guide
3	Setup OSS (One-Stop-Shop)

Troubleshooting

1	Troubleshooting Guide

Grids

1	Invoices Grid
2	Credit Memos Grid
3	Customers Grid
4	Tax Rate Mapping
5	**Synchronisation Logs (current)**

Background

1	Upgrading from v2.x to v3.0
2	CLI Commands

