Troubleshooting Guide

E-boekhouden Connection for Magento 2

Solutions for common issues with the e-Boekhouden connection module.

Connection Issues

Connection Test Fails

Symptoms:

- "Invalid credentials" error
- "Authentication failed" message
- Connection test button shows error

Solutions:

1. **Verify credentials:**
    - Log into e-Boekhouden.nl
    - Go to Beheer → Instellingen → Koppelingen tab → API/SOAP
    - Copy credentials exactly (including any special characters)
    - Note: Security codes are case-sensitive
2. **Check scope:**
    - Ensure you're configuring the correct store view
    - Credentials may differ per store view
3. **Clear encrypted values:**
    - Delete Security Code 1 and 2 fields completely
    - Save config
    - Re-enter the codes fresh
    - Save and test again
4. **Check API status:**
    - Verify e-Boekhouden API is operational
    - Contact e-Boekhouden support if issues persist

Timeout Errors

Symptoms:

- "Connection timed out" errors
- Sync takes very long then fails

Solutions:

1. **Check server connectivity:**
    - Verify outbound HTTPS connections are allowed
    - Check firewall rules for e-Boekhouden API endpoints
2. **Reduce batch size:**
    - Process fewer invoices per cron run
    - Consider more frequent, smaller syncs

Sync Issues

Invoices Not Syncing

Symptoms:

- Invoices appear in grid but don't sync
- No entries in Invoice Log
- Success stays empty

Solutions:

1. **Check module status:**
    - Verify Module Status is "Yes"
    - Verify Connection is "Enabled"
2. **Check cron:**

    ```
    bin/magento cron:run
    ```

    - Verify Magento cron is running
    - Check cron_schedule table for accounting jobs
3. **Check automation:**
    - Go to Accounting → General

    - Ensure "Auto add invoices and creditmemos" is Yes

4. **Check start date:**
    - Invoice date must be after configured Start Date
    - Adjust Start Date if needed

5. **Manual push:**
    - Go to Accounting → Data → Invoices
    - Click Actions → Push to e-Boekhouden

Invoice Syncs but Shows Error

Symptoms:

- Invoice Log shows Success = No
- Error message in Message column

Common errors and solutions:

"Invalid tax code"

- Go to Accounting → Configuration → Tax Rate Mapping
- Map the missing tax rule to an e-Boekhouden code
- Tax codes are case-sensitive (use HOOG_VERK not hoog_verk)

"Customer email required"

- Order has missing or invalid billing email
- Update customer record with valid email
- Resync the invoice

"Ledger account not found"

- Click "Sync Ledger & Costs from e-Boekhouden" in settings
- Reconfigure ledger mappings
- Verify ledger exists in e-Boekhouden

"Invoice number already exists"

- Invoice was previously synced to e-Boekhouden
- Check e-Boekhouden directly for the invoice
- This is not necessarily an error

"Factuursjabloon not found"

- The configured template doesn't exist in e-Boekhouden
- Go to e-Boekhouden: Beheer → Sjablonen → Factuursjablonen
- Use the exact template name in configuration

Credit Memos Not Syncing

Symptoms:

- Credit memos stuck in queue
- Error: "Invoice not found"

Solutions:

1. **Sync original invoice first:**
    - Credit memos require the related invoice to be synced
    - Find and sync the original invoice
    - Then resync the credit memo
2. **Check credit memo date:**
    - Must be after configured Start Date

Tax Issues

Wrong Tax Rate in e-Boekhouden

Symptoms:

- Invoice in e-Boekhouden shows wrong VAT percentage
- Tax amounts don't match Magento

Solutions:

1. **Check Tax Rate Mapping:**
    - Go to Accounting → Configuration → Tax Rate Mapping
    - Find the tax rule used on the invoice
    - Verify correct e-Boekhouden code is mapped

2. **Check fallback tax codes:**
    - Go to e-Boekhouden.nl → Advanced Settings
    - Verify Default Tax Classes are set correctly
3. **Resync after fixing:**
    - After correcting mapping, invoice may need manual update in e-Boekhouden
    - Or create a corrective entry

Tax Code Not in Dropdown

Solutions:

1. **Import tax codes:**
    - Go to Ledger Accounts & Cost Centers
    - Click "Sync Ledger & Costs from e-Boekhouden"
    - Tax codes are imported along with ledgers
2. **Check e-Boekhouden account:**
    - Verify the tax code exists in your e-Boekhouden account
    - Different account types may have different codes available

Customer Issues

Duplicate Customers in e-Boekhouden

Symptoms:

- Same customer appears multiple times as debtor
- Each order creates new customer

Explanation: This can happen intentionally when:

- Customer changes country
- Customer changes VAT number
- Using "Address" sync logic

Solutions:

1. **Check sync logic:**
    - Go to Accounting → General → Advanced
    - Review Customer Sync Logic setting
    - "Customer" creates fewer duplicates than "Address"
2. **Expected behavior:**
    - Changes to country_id or vat_number create new debtor
    - This is intentional as these affect tax rates

Customer Not Syncing

Solutions:

1. **Check automation:**
    - Ensure "Auto add customers" is Yes
2. **Check required fields:**
    - Customer must have valid email
    - For B2B: Company name and VAT number recommended
3. **Manual sync:**
    - Go to Accounting → Data → Customers
    - Click Actions → Push to e-Boekhouden

Performance Issues

Sync Is Very Slow

Solutions:

1. **Optimize cron frequency:**
    - More frequent = smaller batches = faster per run
    - Less frequent = larger batches = longer per run
2. **Check for errors:**

  - Failed syncs retry repeatedly
  - Fix underlying errors first

3. **Enable Force Recalculate only when needed:**

  - This setting increases processing time
  - Only enable temporarily for migrations

Many Items in Queue

Solutions:

1. **Let cron catch up:**

  - Initial sync of historical data takes time
  - Consider setting Start Date to recent date

2. **Run cron manually:**

```
bin/magento cron:run --group=accounting
```

Debug Mode

Enabling Debug Logging

1. Go to e-Boekhouden.nl → Debug & Logging
2. Set Debug Mode to Yes
3. Save Config
4. Reproduce the issue
5. Check logs:
  - `var/log/eboekhouden/debug.log`
  - `var/log/eboekhouden/error.log`

Self Test

1. Go to e-Boekhouden.nl → Debug & Logging
2. Click "Run Self Test"
3. Review results for configuration issues

Log File Locations

Log	Path	Contents
Debug	`var/log/eboekhouden/debug.log`	Detailed API calls and responses
Error	`var/log/eboekhouden/error.log`	All errors (always logged)

Common Error Messages

Error	Cause	Solution
Invalid credentials	Wrong API credentials	Re-enter credentials from e-Boekhouden
Authentication failed	Expired or invalid codes	Generate new codes in e-Boekhouden
Invalid tax code	Unmapped or wrong tax code	Check Tax Rate Mapping
Ledger not found	Missing ledger account	Sync ledgers from e-Boekhouden
Customer email required	Missing billing email	Add email to order/customer
Invoice already exists	Duplicate sync	Check e-Boekhouden, no action needed
Connection timeout	Network/server issue	Check connectivity, retry later

Getting Help

Before Contacting Support

1. Enable Debug Mode and reproduce the issue
2. Download debug.log and error.log
3. Note the specific invoice/customer/credit memo IDs
4. Run Self Test and capture results

Support Resources

Documentation:

- All Help Articles

Support:

- Contact Support

When contacting support, provide:

- Magento version
- Module version (from Version button)
- Error messages from logs
- Steps to reproduce
- Store view/scope where issue occurs

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

Configuration

Troubleshooting

Grids

Background