magmodules



Sync Log Grid

KatanaPIM for Magento 2

Monitor synchronization history in the KatanaPIM Connect Sync Log grid. Track sync operations, execution times, and errors.

Accessing the Grid

Navigate to **Katana PIM → Sync Log** in the admin menu.

Grid Columns

Column	Description
ID	Log entry ID
Entity	Entity type (Product, Category, Attribute, Asset)
Action	Action performed (Import, Update, Create, Delete)
Message	Summary message
Execution Time	How long the operation took
Errors	Error details if applicable
Success	Whether operation succeeded
Created	When the sync ran

Additional columns (hidden): Created count, Updated count, No Update count, Force Update count, Deleted count.

Understanding Log Entries

Each sync operation creates a log entry:

Entity	Logged Actions
Product	Import from PIM, Create in Magento, Update in Magento
Category	Import from PIM, Create in Magento
Attribute	Import from PIM, Create in Magento
Asset	Import from PIM, Add to gallery

Reading Results

Success Entry

- **Success** = Yes
- **Message** shows counts (created, updated, no change)
- **Errors** is empty

Failed Entry

- **Success** = No
- **Errors** contains detailed error information
- Review error details to diagnose issues

Common Error Patterns

Error	Cause	Solution
API connection failed	Invalid credentials	Check API URL and Key
Product not found	Parent missing	Import parents first
Attribute not mapped	Missing mapping	Configure in Attributes grid
Memory exhausted	Large import	Reduce batch size
Timeout	Slow connection	Use CLI instead

Using Logs for Troubleshooting

1. **Find the failed sync** - Filter by Success = No
2. **Read error details** - Expand the Errors column
3. **Identify the entity** - Note which entity type failed
4. **Check related grid** - Go to Products/Categories/Attributes grid
5. **Resolve the issue** - Fix configuration or data
6. **Retry sync** - Run sync again

Log Retention

Logs are kept indefinitely by default. For large installations, consider:

- Periodic cleanup of old log entries
- Monitoring log table size

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 KatanaPIM extension on magmodules.eu

All articles for KatanaPIM

Installation

1	Installation using Composer (recommended)
2	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Configuration
3	Categories Grid
4	Attribute Mapping
5	Configurable Products Setup
6	Automation

Troubleshooting

1	Troubleshooting

Grids

1	Products Grid
2	Attributes Grid
3	Assets Grid
4	**Sync Log Grid (current)**

Background

1	CLI Commands

2	Cron Jobs
3	Product to Website Matching
4	Understanding the Sync Process

