Troubleshooting

Yuki Integration for Magento 2

Having issues with the Yuki Connection for Magento 2? This page covers the most common problems and how to fix them. Whether your invoices aren't syncing, the API connection is failing, or tax codes are causing errors, you'll find the relevant solution here. Start with the quick diagnostics section to narrow things down before jumping to a specific issue. Most problems come down to one of three things: a misconfigured connection, missing tax rate mappings, or cron not running. The debug tools and logs built into the module will tell you exactly what's going wrong.

Quick Diagnostics

Work through these steps first before diving into specific issues:

1. Verify the module is enabled: **Stores → Configuration → Accounting → Yuki** — Enabled should be Yes
2. Check the connection is active: API key entered, administration selected, Connection Enabled set to Yes
3. Confirm automation is on: **Stores → Configuration → Accounting → General** — Enabled should be Yes
4. Review sync logs: **Accounting → Synchronisation Logs** — look for recent errors
5. Run the Self Test: **Stores → Configuration → Accounting → Yuki → Debug** — click Run Self Test
6. Check the error log: `var/log/yuki-error.log`

Connection Issues

Issue: API Key Invalid

Symptoms:

- Clicking Check Credentials shows an error
- Error message indicates authentication failure

Solution:

1. Log in to the Yuki web application and go to your account settings
2. Copy the API key exactly — no leading or trailing spaces
3. In Magento, go to **Stores → Configuration → Accounting → Yuki → Connection**
4. Clear the API Key field and re-enter the key
5. Click **Save Config**, then click **Check Credentials**

Issue: No Administrations in Dropdown

Symptoms:

- The Administration dropdown is empty after entering your API key

Solution:

1. Make sure you clicked **Save Config** after entering the API key
2. Click **Check Credentials** — this populates the dropdown
3. If still empty after a valid credentials check, verify the Yuki account has at least one administration

Issue: Import Info Fails

Symptoms:

- Clicking Import Info shows an error
- Ledger account and tax code dropdowns remain empty

Solution:

1. Confirm the connection is enabled and the administration is selected
2. Make sure the API key is valid (run Check Credentials first)
3. Check `var/log/yuki-error.log` for the specific error message
4. If the API returns a timeout, try again — Yuki's API occasionally has slow responses

Synchronization Issues

Issue: Invoices Not Syncing

Symptoms:

- Invoices appear in **Accounting → Data → Invoices** but status stays Pending indefinitely

Solution:

1. Verify Magento cron is running — check `var/log/cron.log` or ask your hosting provider
2. Confirm automation is enabled: **Stores → Configuration → Accounting → General**
3. Go to **Accounting → Synchronisation Logs** and check for error entries
4. As a one-off, select the invoice in the grid and use the manual sync action

Issue: Sync Fails with Tax Error

Symptoms:

- Invoice gets stuck in an error state
- Error message similar to: `Active sales taxcode with percentage X and type Y cannot be found for date...`

Solution:

1. Go to **Accounting → Configuration → Tax Rate Mapping**
2. Make sure every Magento tax rule has a Yuki tax code assigned
3. Check the Advanced Settings for fallback tax class configuration
4. If you are using OSS (One Stop Shop), see the OSS Issues section below — the error type 40 requires a country-specific BTW code in Yuki

Prevention:

- After adding new Magento tax rules, always update Tax Rate Mapping before invoices are created

Issue: Wrong Ledger Used

Symptoms:

- Invoice syncs successfully but lands in the wrong ledger account in Yuki

Solution:

1. Go to **Stores → Configuration → Accounting → Yuki → Ledger Accounts** and verify the default ledger assignments
2. If advanced ledger mapping is enabled, check those rules — a more specific rule may be overriding the default
3. Check if the product has a product-level ledger override set

Issue: Creditmemo Shows as Invoice in Yuki

Symptoms:

- A Magento creditmemo appears as a regular sales invoice in Yuki rather than a credit note

Solution: This is expected behaviour. Yuki does not have a separate API endpoint for credit notes. Creditmemos are submitted via the `ProcessSalesInvoices` API with negated amounts. The result in Yuki is a negative sales invoice, which is the correct accounting representation. No action needed.

OSS Issues

Issue: OSS Not Applied

Symptoms:

- EU orders are using standard domestic VAT instead of the OSS (One Stop Shop) rate for the destination country

Solution:

1. Go to **Stores → Configuration → Accounting → Yuki → Advanced Settings**
2. Set OSS to **Enabled**
3. In the OSS Countries multiselect, add all EU countries where OSS applies
4. Verify the order's shipping destination country is in that list
5. Note: OSS only applies to order lines with tax percentage greater than 0%

Issue: "Active sales taxcode with percentage X and type 40 cannot be found"

Symptoms:

- An OSS invoice fails to sync with the error above
- Type 40 in Yuki corresponds to OSS transactions

Solution:

You need to create a BTW tax code in Yuki for this specific country and rate combination. Do this in Yuki's web application under **BTW-tarieven**:

- Type: 40 (OSS)
- Percentage: the VAT rate for that country (e.g. 19% for Germany, 20% for France)
- Country: the ISO destination country code (e.g. DE, FR, BE)

Repeat this for each country/rate combination your store sells to. After adding the code in Yuki, retry the sync.

Issue: OSS Applied to B2B Orders

Symptoms:

- Business customers with a VAT exemption (reverse charge) are getting OSS treatment instead

Solution: OSS detection is based on whether the order has a tax percentage greater than 0%. B2B EU orders with 0% tax (reverse charge) are handled by the intra-community logic automatically. Verify that the order in Magento actually has 0% tax applied — if a B2B customer is being charged tax, the issue is in Magento's tax rules, not the Yuki module.

Ledger Issues

Issue: No Ledgers in Dropdown

Symptoms:

- Ledger account dropdowns are empty in the Ledger Accounts section

Solution:

1. Go to **Stores → Configuration → Accounting → Yuki → Connection**
2. Click **Import Info** to pull ledger accounts from Yuki
3. If still empty after import: verify API key, connection enabled state, and administration selection
4. Check `var/log/yuki-error.log` for import errors

Customer Issues

Issue: Duplicate Customers in Yuki

Symptoms:

- The same customer appears multiple times in Yuki

Solution: This is intentional. Customer matching uses a combination of customer ID, country, and VAT number. When any of these change — for example a business customer moves from NL to DE — a new customer record is created in Yuki. This ensures correct tax reporting per customer/country combination. If you are seeing duplicates you do not expect, check whether the customer's country or VAT number changed between orders.

Performance Issues

Issue: Sync Taking Too Long

Symptoms:

- Sync queue is growing faster than it is processed
- Invoices are delayed significantly

Solution:

1. Increase the cron frequency to process smaller batches more often
2. Failed syncs are retried automatically up to 3 times before being marked as failed
3. Check `var/log/yuki-error.log` for API timeout errors — if Yuki's API is slow, retries will compound the delay
4. Review whether a large backlog of failed invoices is clogging the queue

Debug Mode

Use debug mode to capture full API request and response data when troubleshooting a specific sync failure.

How to enable:

1. Go to **Stores → Configuration → Accounting → Yuki → Debug & Logging**

2. Set **Debug Mode** to **Yes**
3. Click **Save Config**
4. Reproduce the issue (trigger a sync for the affected invoice)
5. Check the logs:
    - `var/log/yuki-debug.log` — full API request and response payloads
    - `var/log/yuki-error.log` — errors (always logged, regardless of debug mode)

Tip: Disable debug mode after you have captured what you need. In production it generates significant log volume.

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 Yuki Integration extension on magmodules.eu

All articles for Yuki Integration

Installation

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

Configuration

1	Configuration Guide
2	OSS Tax Rules
3	Quick Start Guide

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Credit Memo Grid
2	Customer Grid
3	Invoice Grid
4	Synchronisation Logs

Background

1	Best Practices
2	CLI Commands

