

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 API token:

- Log into e-Boekhouden.nl
- Go to Beheer → Koppelingen → API → e-Boekhouden API
- Copy the token exactly
- Generate a new token if needed

2. Check scope:

- Ensure you're configuring the correct store view
- Token may differ per store view

3. Clear encrypted value:

- Delete the API Token field completely
- Save config
- Re-enter the token fresh
- Save and test again

4. Check API status:

- Verify e-Boekhouden REST 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 "Import Info" in the Connection section to re-import
- 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 the Connection section
- Click "Import Info" to import 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	<code>var/log/eboekhouden/debug.log</code>	Detailed API calls and responses
Error	<code>var/log/eboekhouden/error.log</code>	All errors (always logged)

Common Error Messages

Error	Cause	Solution
Invalid credentials	Wrong API token	Re-enter token from e-Boekhouden
Authentication failed	Expired or invalid token	Generate new token 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

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 (current)
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Grids

1	Invoices Grid
2	Credit Memos Grid
3	Customers Grid
4	Tax Rate Mapping
5	Synchronisation Logs

Background

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

