

## Synchronisation Logs

Snelstart Integration for Magento 2

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

**Location:** Accounting → Synchronisation Logs

## Available Log Grids

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

## Invoice Log

Tracks all invoice synchronization attempts to SnelStart.

### Columns

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

### Common Messages

Message Type	Meaning
Success	Invoice successfully created in SnelStart

Message Type	Meaning
Customer created	New customer was created during invoice sync
API error	Connection or authentication issue
Validation error	Missing required data
Tax rate not found	Tax mapping not configured

## Credit Memo Log

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Tracks all credit memo synchronization attempts to SnelStart.

### Columns

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

### Common Messages

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

## Customer Log

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Tracks all customer synchronization attempts to SnelStart.

## Columns

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

## Common Messages

Message Type	Meaning
Customer created	New debtor created in SnelStart
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

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### 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 SnelStart
3. **Response logged:** Result recorded with success/failure
4. **Message stored:** Detailed info or error saved

## Filtering Logs

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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

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### 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 OAuth connection
- Timeout errors → Network or server issues
- Validation errors → Missing required data

## Error Resolution

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### Authentication Errors

Error: Invalid credentials / Authentication failed

#### Solution:

1. Go to Accounting → Configuration → SnelStart Settings
2. Click "Connect to SnelStart" to re-authorize
3. Complete the OAuth flow

### 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: Tax rate not found

#### Solution:

1. Go to Accounting → Configuration → Tax Rate Mapping
2. Verify all tax rules have valid SnelStart tax types
3. Map any unmapped tax rules

### Invoice Already Exists

Error: Invoice number already exists

#### Solution:

- Invoice was previously synced
- Check SnelStart directly for the invoice

## Ledger Account Errors

Error: Invalid ledger account

### Solution:

1. Go to Ledger Accounts & Cost Centers
2. Click "Sync Ledger & Costs from SnelStart"
3. Reconfigure product ledgers

## Log Retention

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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?

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### 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 Snelstart Integration extension on [magmodules.eu](http://magmodules.eu)

# All articles for Snelstart Integration

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Installation using the Adobe Marketplace</a>
3	<a href="#">Install through FTP and SSH</a>

## Configuration

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1	<a href="#">Configuration Guide</a>
2	<a href="#">Quick Start Guide</a>
3	<a href="#">Tax Rate Mapping</a>
4	<a href="#">OSS Tax Rules Setup for SnelStart and Magento 2</a>

## Troubleshooting

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1	<a href="#">Troubleshooting</a>
2	<a href="#">Setup Helper: Configure Magento Using SnelStart Data</a>

## Grids

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1	<a href="#">Credit Memos Grid</a>
2	<a href="#">Customers Grid</a>
3	<a href="#">Invoices Grid</a>
4	<a href="#">Synchronisation Logs (current)</a>

## Background

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1	<a href="#">CLI Commands</a>
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