Troubleshooting

Snelstart Integration for Magento 2

Common issues and solutions for the SnelStart integration. Start with quick diagnostics to identify the problem, then find your specific issue below. Most problems relate to OAuth connection, ledger configuration, or tax rate mapping.

Quick Diagnostics

1. Check module is enabled (Stores → Configuration → Accounting → SnelStart)
2. Verify connection is active (Account/Company fields show data)
3. Check if automation is enabled (Accounting → General)
4. Look at sync logs (Accounting → Synchronisation Logs)
5. Run Self Test in Debug section
6. Check error logs: `var/log/snelstart/error.log`

Connection Issues

Issue: Connection Button Doesn't Work

Symptoms:

- Clicking "Connect to SnelStart" does nothing
- No redirect to SnelStart login

Solution:

1. **Check browser popups:**
   - Browser may be blocking the popup
   - Allow popups for your Magento admin domain
2. **Check JavaScript errors:**
   - Open browser console (F12)
   - Look for JavaScript errors
3. **Clear cache:**

```
bin/magento cache:flush
```

4. **Try different browser:**

- Some browser extensions can interfere

Issue: OAuth Authorization Fails

Symptoms:

- Redirect to SnelStart works
- Error after login or authorization

Solution:

1. **Check SnelStart account:**
   - Verify you have admin rights in SnelStart
   - Ensure account is active and not locked
2. **Revoke and reconnect:**
   - In SnelStart, go to account settings
   - Revoke Magmodules authorization
   - Try connecting again in Magento
3. **Check SSL certificate:**
   - SnelStart requires HTTPS
   - Verify your SSL certificate is valid

Issue: Connection Lost / Session Expired

Symptoms:

- Was working, suddenly stopped
- "Not connected" or empty account fields

Solution:

1. **Reconnect:**
   - Click "Connect to SnelStart" again
   - Re-authorize the application
2. **Check token expiry:**
   - OAuth tokens can expire

- Reconnecting refreshes the token

Synchronization Issues

Issue: Invoices Not Syncing

Symptoms:

- Invoices appear in grid but status stays "Pending"
- No entries in SnelStart

Solution:

1. **Check cron:**

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

2. **Verify automation:**
   - Stores → Configuration → Accounting → General
   - "Auto add invoices" = Yes
   - Module "Enabled" = Yes
3. **Check sync logs:**
   - Accounting → Synchronisation Logs → Invoice
   - Look for error messages
4. **Manual sync:**
   - Go to Accounting → Data → Invoices
   - Select invoice, use "Push to SnelStart" action

Issue: Sync Fails with Tax Error

Symptoms:

- Error: "Tax rate not found" or similar
- Invoice stuck in error state

Solution:

1. **Check Tax Rate Mapping:**
    - Go to Accounting → Configuration → Tax Rate Mapping
    - Ensure all Magento tax rules have a SnelStart tax code
2. **Check fallback tax classes:**
    - Configuration → Accounting → SnelStart → Advanced Settings
    - Set default tax classes for edge cases
3. **Re-sync after fixing:**
    - Go to invoice in grid
    - Reset status and re-push

Issue: Wrong Ledger Used

Symptoms:

- Invoice syncs but to wrong ledger
- Revenue appears in wrong account

Solution:

1. **Verify ledger configuration:**
    - Check Product Hoog/Laag/etc. settings
    - Match ledgers to tax rates correctly
2. **Check Tax Rate Mapping:**
    - Each tax rule should map to correct SnelStart tax type
    - 21% → Hoog, 9% → Laag, etc.
3. **Check advanced ledger mapping:**
    - If enabled, attribute-based mapping may override

Ledger Issues

Issue: No Ledgers in Dropdown

Symptoms:

- Ledger dropdowns are empty
- Can't configure product/shipping ledgers

Solution:

1. **Import ledgers:**
   - Go to Ledger Accounts & Cost Centers
   - Click "Sync Ledger & Costs from SnelStart"
   - Wait for import to complete
2. **Check connection:**
   - Ensure connection is active
   - Account field should show your account name
3. **Check SnelStart setup:**
   - Verify ledgers exist in SnelStart
   - Some account types may not have all ledgers

Issue: Ledger Import Fails

Symptoms:

- Clicking sync button shows error
- Ledgers don't appear after sync

Solution:

1. **Check connection:**
   - Connection must be active
   - Try reconnecting via OAuth
2. **Check permissions:**
   - Your SnelStart account needs ledger access
   - Contact your SnelStart administrator
3. **Check logs:**

```
tail -100 var/log/snelstart/error.log
```

Customer Issues

Issue: Customer Sync Creates Duplicates

Symptoms:

- Same customer appears multiple times in SnelStart
- New debtor created for each order

Solution:

1. **Check Customer Sync Logic:**
   - Configuration → Accounting → General → Advanced
   - "Customer Sync Logic" setting
2. **Understand the logic:**
   - **Customer:** One debtor per customer_id + country + VAT number
   - **Address:** One debtor per billing address
3. **Why duplicates happen:**
   - Customer changes country → new debtor
   - Customer adds VAT number → new debtor
   - This is correct behavior for tax purposes

OSS (One Stop Shop) Issues

Issue: OSS Not Working

Symptoms:

- EU orders not using OSS ledgers
- Wrong VAT being applied

Solution:

1. **Enable OSS in SnelStart first:**
   - Configure in SnelStart application
   - See: kennisplein.snelstart.nl

2. **Enable in Magento:**
    - Configuration → SnelStart → One Stop Shop
    - Set "Enabled" to Yes
3. **Configure OSS ledgers:**
    - Ledger: Standaard (usually 8080)
    - VAT Ledger (usually 1700)
4. **Check EU country list:**
    - Stores → Configuration → General → Country Options
    - Verify European Union Countries list

Performance Issues

Issue: Sync Taking Too Long

Symptoms:

- Large queue building up
- Cron timing out

Solution:

1. **Increase cron frequency:**
    - More frequent = smaller batches
    - Consider "Every 5 minutes" for high volume
2. **Check batch size:**
    - Default processes items per cron run
    - Large backlogs need time to clear
3. **Monitor server resources:**
    - Check memory and CPU during sync
    - Increase PHP memory_limit if needed

Debug Mode

Enable detailed logging:

1. Go to Configuration → SnelStart → Debug & Logging
2. Set Debug Mode to Yes
3. Save configuration
4. Reproduce the issue
5. Check logs:
   - `var/log/snelstart/debug.log`
   - `var/log/snelstart/error.log`

Remember: Disable Debug Mode in production.

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 Snelstart Integration extension on magmodules.eu

All articles for Snelstart Integration

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	Tax Rate Mapping
4	OSS Tax Rules Setup for SnelStart and Magento 2

Troubleshooting

1	**Troubleshooting (current)**
2	Setup Helper: Configure Magento Using SnelStart Data

Grids

1	Credit Memos Grid
2	Customers Grid
3	Invoices Grid
4	Synchronisation Logs

Background

1	Advanced Ledger Mapping

2	CLI Commands