

# 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

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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

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### 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

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### 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

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### 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

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### 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

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### 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](https://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

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### 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

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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?

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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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<b>1</b>	<b><a href="#">Troubleshooting (current)</a></b>
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</a>

## Background

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