

Synchronisation Logs

Yuki Integration for Magento 2

This page explains the synchronisation log grids in the [Yuki Connection for Magento 2](#). The log grids record every sync attempt the module makes - successes and failures alike. When something goes wrong, this is the first place to look. Each log entry tells you what was attempted, what the outcome was, and (in case of failure) what the error message was.

Location: Accounting -> Synchronisation Logs

Three Log Grids

The logs section contains three separate grids, one for each entity type:

- **Invoice Log** - Records all invoice sync attempts
- **Credit Memo Log** - Records all credit memo sync attempts
- **Customer Log** - Records all customer sync attempts

Invoice Log Columns

Column	Description
ID	Internal log entry ID
Order	Order increment ID related to this log entry
Invoice ID	The Magento invoice increment ID
Message	The result message from the sync attempt
Date Created	Timestamp of when this log entry was created
Platform	Always shows "Yuki" for this module
Success	Yes or No - whether the sync attempt succeeded

Credit Memo Log Columns

Same structure as the Invoice Log, with one difference:

Column	Description
Creditmemo ID	The Magento credit memo increment ID (instead of Invoice ID)

All other columns are identical to the Invoice Log.

Customer Log Columns

Column	Description
ID	Internal log entry ID
Message	The result message from the sync attempt
Date	Timestamp of when this log entry was created
Platform	Always shows "Yuki" for this module
Success	Yes or No - whether the sync attempt succeeded

Common Log Messages

Success messages:

- Invoice created in Yuki - Invoice was synced successfully
- Credit memo created in Yuki - Credit memo was synced successfully
- Customer created in Yuki - A new customer contact was created in Yuki
- Customer updated in Yuki - An existing customer contact was updated

Error messages:

- Authentication failed or Invalid API key - The API key configured in the module settings is incorrect or expired
- Active sales taxcode with percentage X and type Y cannot be found - Yuki cannot match the tax rate from the invoice to a known tax code in your Yuki administration. Check your Tax Rate Mapping configuration and verify the BTW codes in Yuki.
- Ledger account not found - The product or payment method could not be matched to a ledger account. Re-import your ledger accounts via the Import Info button in the module configuration.
- Missing required field: [field name] - A required data field is missing from the invoice or customer, typically a billing address field

Filtering the Logs

All three log grids support filtering by:

- Date range (from/to)
- Success status (Yes / No)

- Free text search on the message column

Use the date filter to limit results to a specific period when investigating a reported issue, or filter by Success = No to quickly see all failures.

Common Workflows

Finding failed syncs:

1. Open the Invoice Log or Credit Memo Log
2. Filter by Success = No
3. Review the message column to identify the error type
4. Group similar errors together - often one configuration issue causes many failures

Investigating a specific invoice:

1. Open the Invoice Log
2. Search for the invoice increment ID in the Invoice ID column
3. Review all log entries for that invoice to see the full sync history

Monitoring daily activity:

1. Open any log grid
2. Filter by today's date in the Date Created field
3. Check whether the expected number of entries are present and whether Success = Yes

Error Resolution

Authentication errors The API key is wrong or has been regenerated in Yuki. Go to the module configuration, update the API key, save, and retry the failed invoices.

Tax code errors The tax rate on the invoice (e.g. 21%) cannot be matched to an active BTW code in Yuki. Two things to check:

- In the module configuration, verify your Tax Rate Mapping maps the correct Magento tax rate to the correct Yuki tax code
- In Yuki, verify the BTW code is active and has the correct percentage configured

Ledger errors The module cannot find the ledger account to post to. Click the Import Info button in the module configuration to re-import the latest ledger account list from Yuki, then retry the failed invoices.

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

Grids

1	Credit Memo Grid
2	Customer Grid
3	Invoice Grid
4	Synchronisation Logs (current)

Background

1	Best Practices
2	CLI Commands

