

## Logs

screen is helpful for troubleshooting the issues from the root not If there is a sync failure, and for viewing data transfer from Acumatica to SellerCloud Connector.

• To view the **[Reports]**, you need to navigate to the left panel in **[Acumatica]** and click on **[Commerce Connector]**.

|              | Search Q                 | ৩               |                       | Revision Two Products<br>Products Wholesale | 10/25/2023<br>10:02 PM | ~ | 0 |   |
|--------------|--------------------------|-----------------|-----------------------|---|------------------------|---|---|---|
| inking       | Commerce Connector       |                 |                       |   |                        | Ą | ŝ | × |
| )<br>yables  | Configuration            | APIs            | Real Time-Processes   | Batch Process                               | ses                    |   |   |   |
| +            | Common Configuration     | Product Schema  | Master Data Sync      | Master Data                                 |                        |   |   |   |
| vables       | Connector Configurations | Category Schema | Product               | Product                                     |                        |   |   |   |
| 2            | Initialization           | Customer Schema | Template Items        | Category                                    |                        |   |   |   |
| Inders       | License                  | Product Data    | Kit Items             | Customer                                    |                        |   |   |   |
| ?            | Refresh Token            | Category Data   | Pricing               | Sales Order                                 |                        |   |   |   |
| ses          | Substitute Lists         | Customer Data   | Inventory             | Shipment                                    |                        |   |   |   |
| orv          | Schema Management        | Order Data      | Sales Prices          | Invoice                                     |                        |   |   |   |
| ury .        | Product                  |                 | Category              | Report                                      |                        |   |   |   |
| )<br>ards    | Category                 |                 | Customer              | Logs  |                        |   |   |   |
|              | Customer                 |                 | Customer Contact      |   |                        |   |   |   |
| Ince         |                          |                 | Customer Locations    |   |                        |   |   |   |
| tor          |                          |                 | Order                 |   |                        |   |   |   |
|              |                          |                 | Order Status          |   |                        |   |   |   |
| loud<br>ctor |                          |                 | Shipment              |   |                        |   |   |   |
|              |                          |                 | Invoice               |   |                        |   |   |   |
| ems          |                          |                 | Entitiy Delete Action |   |                        |   |   |   |
| >            |                          |                 | Clear Logs            |   |                        |   |   |   |

## **Commerce Connector Logs**

- You must choose the option [Logs] under the [Reports].
- You have an option to select [Action Type] for INFO and Error from the drop-down menu.
  - $\circ$  Initialization
  - $\circ$  Configuration
  - $\circ$  Product Sync
  - Product Status Sync
  - Kit product Sync
  - $\circ\,$  Template Item Sync
  - $\circ$  Pricing Sync
  - $\circ$  Inventory Sync





- $\circ~$  Delete Sync
- $\circ~$  Customer Sync
- $\circ~$  Order Sync
- You can choose the [level] from the drop-down menu.
  - INFO

×

- ERROR
- You can also select [From Date To Date] and [ From Time-To Time].

| ٩                  | Search       | ৎ ৩            |   | Revision Two Products<br>Products Wholesale | 11/2/2023<br>2:12 AM ~ (3 | ) 🔔 admin admin 🗸                 |
|--------------------|--------------|----------------|---|---|---------------------------|-----------------------------------|
| Banking            | Logs         |                |   |   |                           | CUSTOMIZATION TOOLS -             |
| O<br>Payables      | د<br>ان ان   | ⊢ X ···        |   |   |                           |                                   |
| (+)<br>Receivables | Action Type: | Inventory Sync | ✓ From Date: ✓ From Time:   | ~   |                           | ^                                 |
|                    | Level:       | late           | ✓ To Date: ✓ To Time:   | v   |                           |                                   |
| ales Orders        | Message:     | Info<br>Error  |   |   |                           |                                   |
| Þ                  | 🗄 🖗 🗋 Level  | T Action Type  | Message   | Endpoint Url                                |                           | Description                       |
| Purchases          | INFO         | Inventory Sync | {"WarehouseID".609, "ProductID"."BBOX ", "PhysicalQty".78, "Sit   | KN.CF.50.80                                 |                           | Inventory(s) updated successfull  |
| G                  | INFO         | Inventory Sync | {"WarehouseID".609, "ProductID". "BBOX ", "PhysicalQty".79, "Sit  | KN.CF.50.80                                 |                           | Inventory(s) updated successful   |
| nventory           | INFO         | Inventory Sync | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":80, "Sit  | KN.CF.50.80                                 |                           | Inventory(s) updated successful   |
| 0                  | INFO         | Inventory Sync | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":81, "Sit  | KN.CF.50.80                                 |                           | Inventory(s) updated successful   |
| shboards           | INFO         | Inventory Sync | {"WarehouseID".609, "ProductID"."BBOX ", "PhysicalQty".85, "Sit   | KN.CF.50.80                                 |                           | Inventory(s) updated successful   |
| .5                 | > 🕼 🗋 INFO   | Inventory Sync | {"WarehouseID".609, "ProductID". "BBOX ", "PhysicalQty".90, "Sit  | KN.CF.50.80                                 |                           | Inventory(s) updated successfull  |
| co<br>promerce     | INFO         | Inventory Sync | {"WarehouseID".609, "ProductID": "BBOX ", "PhysicalQty": 90, "Sit | KN.CF.50.80                                 |                           | Inventory(s) updated successfull  |
| onnector           | INFO         | Inventory Sync | {"WarehouseID":609, "ProductID":"KITC01 ", "PhysicalQty":90, "Si  | KN.CF.50.80                                 |                           | Inventory(s) updated successfull  |
| 0                  | INFO         | Inventory Sync | {"WarehouseID":609, "ProductID": "KITC02 ", "PhysicalQty":90, "Si | KN.CF.50.80                                 |                           | Inventory(s) updated successfully |
| allercloud         | INFO         | Inventory Sync | {"WarehouseID":609, "ProductID": "TDEM01-Blu", "PhysicalQty":9    | KN.CF.50.80                                 |                           | Inventory(s) updated successfully |
|                    | INFO         | Inventory Sync | {"WarehouseID":609, "ProductID": "TDEM01-Gol", "PhysicalQty":9    | KN.CF.50.80                                 |                           | Inventory(s) updated successfully |
| Aore Items         |              |                |   |   |                           |                                   |
| >                  | 4            |                |   |   |                           | < < > >                           |

Logs

• If you choose [Log Info Level] Logs related to the Info Level will appear on the screen.





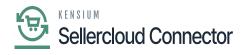
| ٩                   | Search                             | ৎ ৩   |   | Revision Two Products<br>Products Wholesale | 11/2/2023<br>1:29 AM У 🤇 | ) 💄 admin admin 🗸                 |
|---------------------|------------------------------------|---|---|---|--------------------------|-----------------------------------|
| Banking<br>Payables | Logs<br>එ 🖹 ഗ                      | ⊨  <b>X</b> ···   |   |   |                          | CUSTOMIZATION TOOLS -             |
| Receivables         | Action Type:<br>Level:<br>Message: | Intentiony Sync   Initialization  Configuration  Product Sync  Kit Product Sync  Kit Product Sync | From Date: From Time:<br>To Date: To Time:                        | v<br>                                       |                          | ^                                 |
| Purchases           | 🗄 🖗 🗋 Level                        | Template Item Sync<br>Pricing Sync  | Message   | Endpoint Url                                |                          | Description                       |
|                     | INFO                               | Inventory Sync<br>DeleteSync  | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":78, "Sit  | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| <b>P</b>            | INFO                               | Customer Sync   | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":79, "Sit  | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| Inventory           | INFO                               | Order Sync 👻  | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":80, "Sit  | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
|                     |                                    | inventory Sync  | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":81, "Sit  | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| Dashboards          | INFO                               | Inventory Sync  | {"WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":85,"Sit      | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| 0                   | > 🕒 🗋 INFO                         | Inventory Sync  | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":90, "Sit  | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| Commerce            | INFO                               | Inventory Sync  | {"WarehouseID":609, "ProductID": "BBOX ", "PhysicalQty":90, "Sit  | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| Connector           | INFO                               | Inventory Sync  | {"WarehouseID":609, "ProductID": "KITC01 ", "PhysicalQty":90, "Si | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| 0                   | INFO                               | Inventory Sync  | {"WarehouseID":609,"ProductID":"KITC02 ","PhysicalQty":90,"Si     | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| Sellercloud         | INFO                               | Inventory Sync  | {"WarehouseID":609,"ProductID":"TDEM01-Blu","PhysicalQty":9       | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
|                     | O D INFO                           | Inventory Sync  | {"WarehouseID":609,"ProductID":"TDEM01-Gol","PhysicalQty":9       | KN.CF.50.80                                 |                          | Inventory(s) updated successfully |
| More Items          |                                    |   |   |   |                          |                                   |
|                     | 4                                  |   |   |   |                          | •                                 |
| >                   |                                    |   |   |   |                          | I< < > >I                         |

## INFO Screen

• Additionally, Logs related to the error level will appear on the screen if you choose the **[Error Info** Level option].

| ٩                        | Search                             | ৎ গু  |   | Revision Two Products<br>Products Wholesale | 11/2/2023<br>1.27 AM • ⑦ 💄 admin admin • |
|--------------------------|------------------------------------|---|---|---|--|
| Banking<br>Payables      | Logs<br>එ 🖹 න P                    | ⊣ 🗴 …   |   |   | CUSTOMIZATION TOOLS -                    |
| Receivables              | Action Type:<br>Level:<br>Message: | Investory Sync<br>Initializion<br>Configuration<br>Product Sync<br>Kit Product Sync | From Date: From Time:   | ×   | ^  |
| Purchases                | 🗄 🖯 Level                          | Template Item Sync<br>Pricing Sync  | Messinge Endpo  | oint Url                                    | Description                              |
| Purchases                | > 🕼 🗋 ERROR                        | Inventory Sync  | {"WarehouseID":609,"ProductID":"KENBAG ","PhysicalQty":-10, KN.C                          | CF.50.80                                    | Physical Inventory Sync failed.(         |
| G                        |                                    | DeleteSync<br>Customer Sync   | {"WarehouseID":609,"ProductID":"VESEL1 ","PhysicalQty":-10," KN.C                         | CF.50.80                                    | Physical Inventory Sync failed.(         |
| Inventory                | ERROR                              | Order Sync  | <ul> <li>{"WarehouseID":609, "ProductID":"LENS ", "PhysicalQty":-10, "Sit KN.C</li> </ul> | CF.50.80                                    | Physical Inventory Sync failed.{         |
| $\bigcirc$               | ERROR                              | Inventory Sync  | {"WarehouseID":609,"ProductID":"LENS ","PhysicalQty":-10,"Sit KN.C                        | CF.50.80                                    | Physical Inventory Sync failed.{         |
| Dashboards               |                                    | Inventory Sync  | Initialize  |   | The connector has not been act           |
| .5                       | ERROR                              | Inventory Sync  | {"WarehouseID":609, "ProductID": "TABLE03 ", "PhysicalQty":-10, KN.C                      | CF.50.80                                    | Physical Inventory Sync failed.{         |
| Commerce                 | ERROR                              | Inventory Sync  | Initialize  |   | The connector has not been act           |
| Connector                | ERROR                              | Inventory Sync  | {"WarehouseID":609, "ProductID": "KITP023 ", "PhysicalQty":-10, " KN.C                    | F.50.80                                     | Physical Inventory Sync failed.(         |
| 0                        |                                    | Inventory Sync  | {"WarehouseID":609, "ProductID": "KITC01 ", "PhysicalQty":-10, "S KN.C                    | CF.50.80                                    | Physical Inventory Sync failed.(         |
| Sellercloud<br>Connector |                                    | Inventory Sync  | {"WarehouseID":609, "ProductID": "TDEM01-Gol", "PhysicalQty": KN.C                        | F.50.80                                     | Physical Inventory Sync failed.(         |
|                          |                                    | Inventory Sync  | {"WarehouseID":609, "ProductID": "TDEM01-Blu", "PhysicalQty": KN.C                        | CF.50.80                                    | Physical Inventory Sync failed.{         |
| More Items               |                                    |   |   |   |  |
| More items               | 4                                  |   |   |   |  |
| >                        |                                    |   |   |   | I< < <b>&gt; &gt;</b>                    |





## Error Screen

**Note:** You can view Clear log option after selecting on Ellipse [...], and you can choose [Clear Log] to clear/delete previous data.

| • Acumatica       | Search Q   | Revision Two Products<br>Products Wholesale | ↓ 12/14/2023<br>11:10 PM ↓ | (?) 2 admin admin ~   |
|-------------------|--|---|----------------------------|-----------------------|
| Favorites         | Logs   |   |                            | CUSTOMIZATION TOOLS - |
| 🕒 Data Views      | о В Р Н 🛛  |   |                            | ^                     |
| Time and Expenses | Actions n Date: From Time:<br>Level: Clear Log Date: To Time:            | 8   |                            |                       |
| Finance           | Message:   |   |                            |                       |
| \$ Banking        | 🗄 🖗 🗋 Level Action Type Message Endpoint Url                             |   | Description                |                       |
| Payables          |  |   |                            |                       |
| + Receivables     |  |   |                            |                       |
| Sales Orders      |  |   |                            |                       |
| Purchases         | No records found.<br>Try to modify parameters above to see records here. |   |                            |                       |
| Inventory         |  |   |                            |                       |
| Dashboards        |  |   |                            |                       |
| Commerce Connec   |  |   |                            |                       |
|                   |  |   |                            | →<br> < < >>          |

Logs

