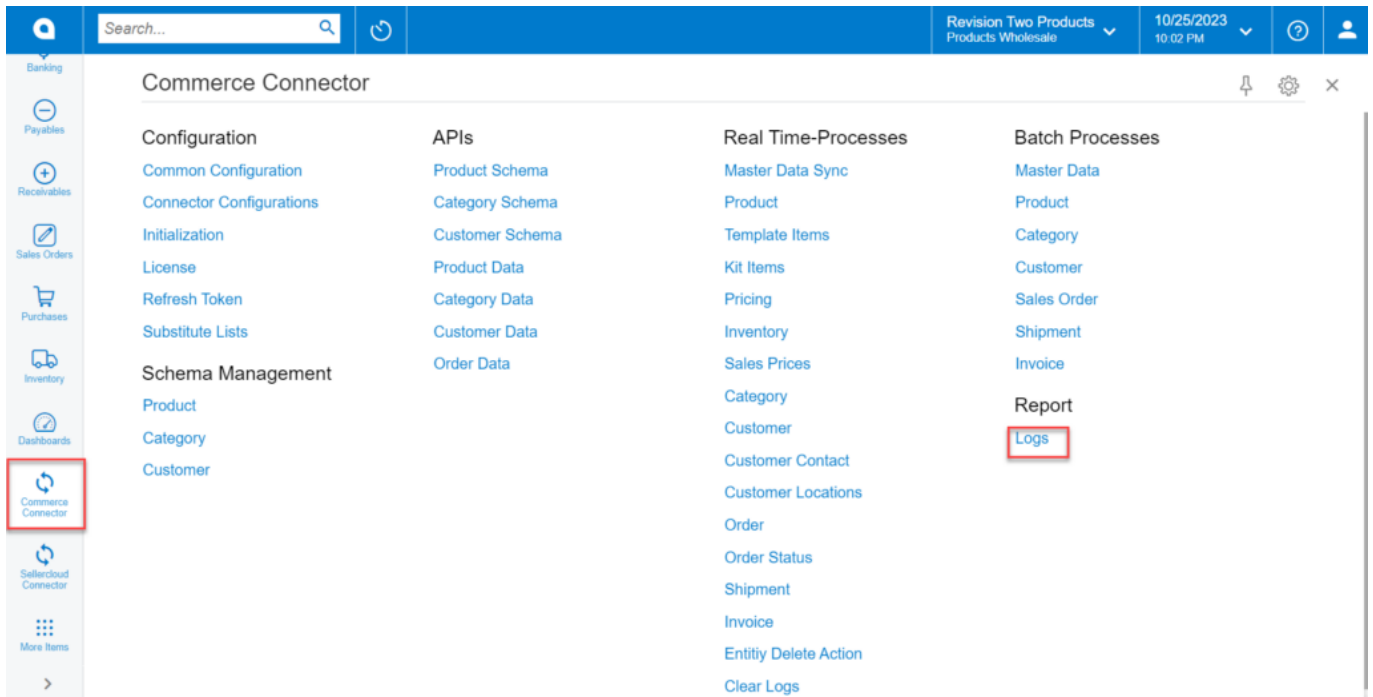


Logs

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]**.



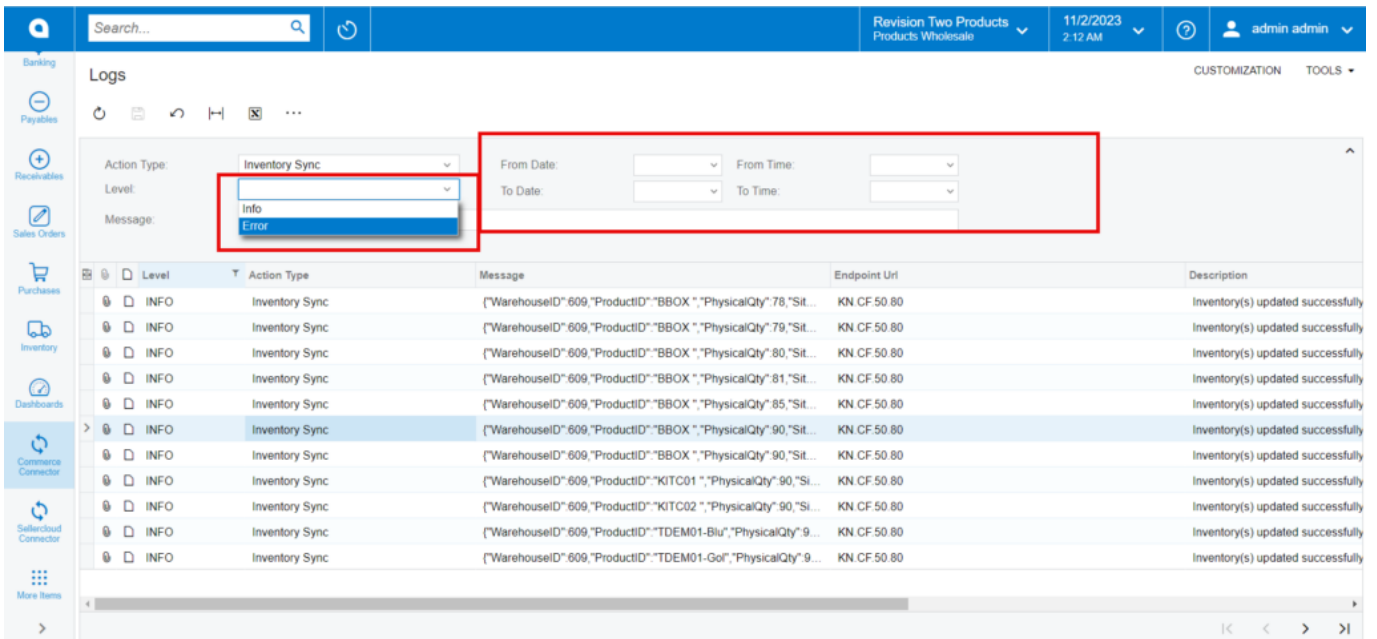
Commerce Connector Logs

- 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.
 - Initialization
 - Configuration
 - Product Sync
 - Product Status Sync
 - Kit product Sync
 - Template Item Sync
 - Pricing Sync
 - Inventory Sync

- Delete Sync
- Customer Sync
- 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]**.

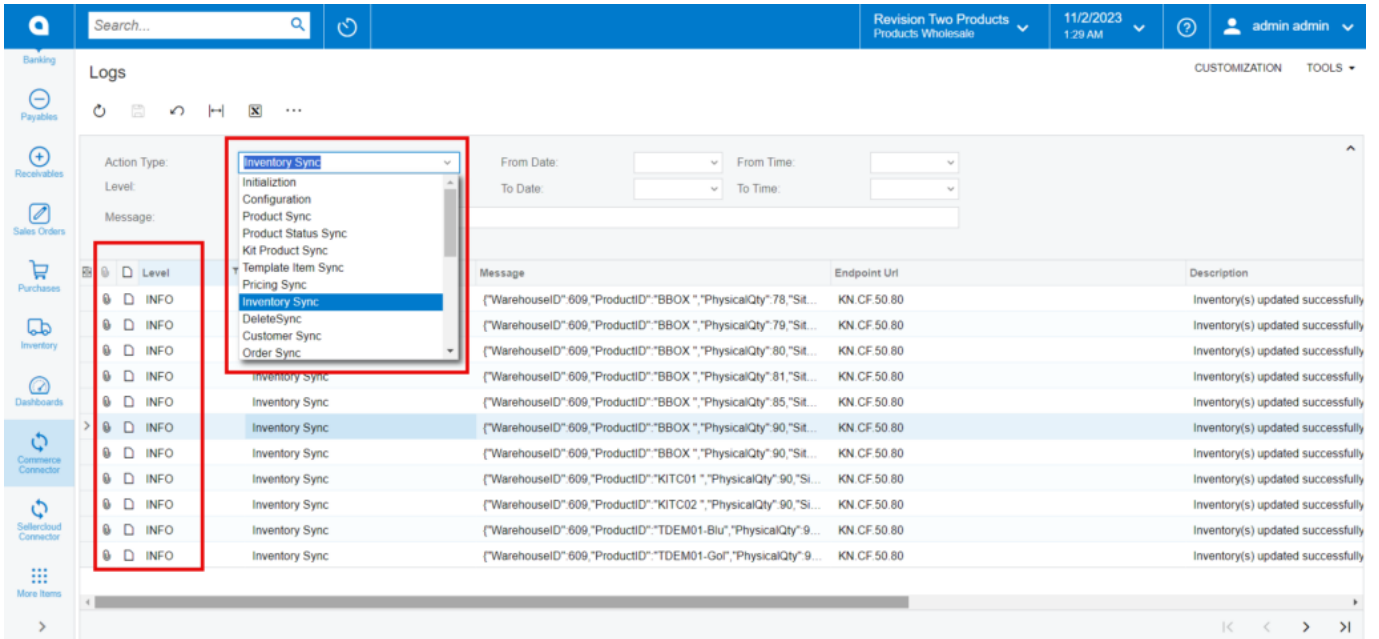


The screenshot shows the 'Logs' section of the Sellercloud Connector interface. The 'Level' dropdown menu is open, showing 'Info' and 'Error' options. The 'From Date', 'From Time', 'To Date', and 'To Time' fields are also visible and highlighted with a red box.

Level	Action Type	Message	Endpoint Url	Description
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":78,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":79,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":80,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":81,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":85,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":90,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":90,"Sit...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"KITC01 ","PhysicalQty":90,"Si...	KN CF 50 80	Inventory(s) updated successfully
INFO	Inventory Sync	["WarehouseID":609,"ProductID":"KITC02 ","PhysicalQty":90,"Si...	KN CF 50 80	Inventory(s) updated successfully
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

Logs

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



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Banking Payables Receivables Sales Orders Purchases Inventory Dashboards Commerce Connector Sellercloud Connector More Items

Logs

Action Type: **Inventory Sync**

Level: **INFO**

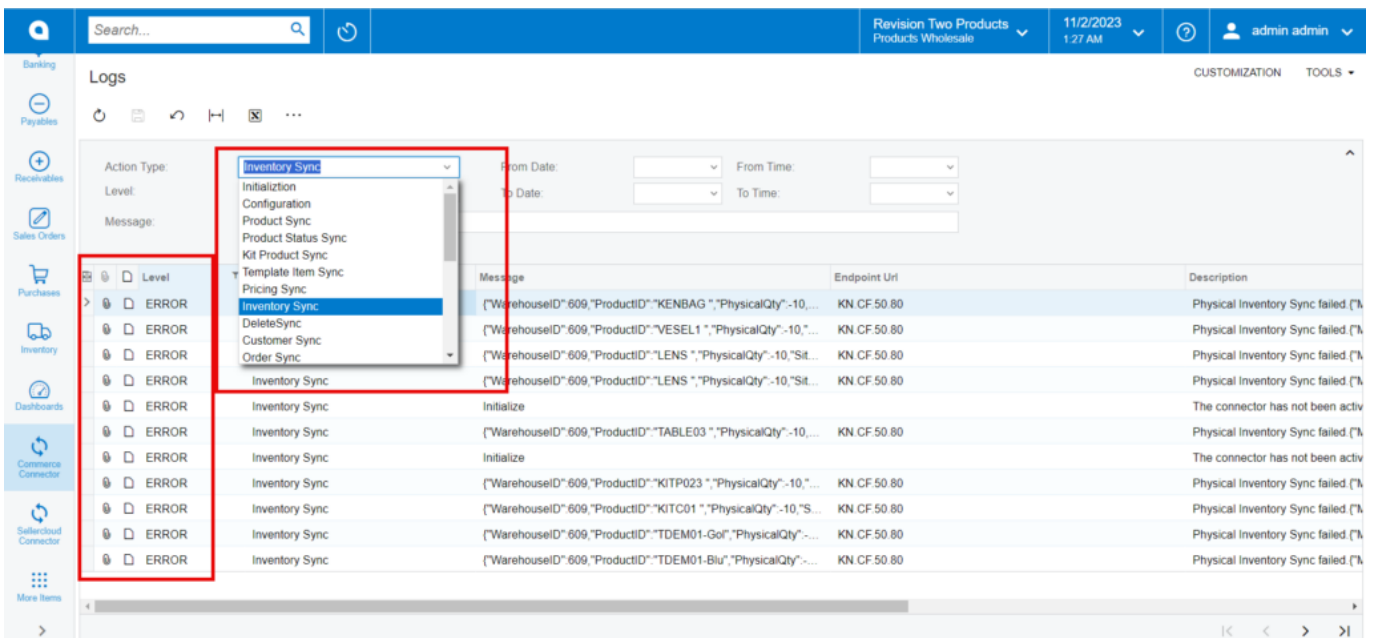
Message:

From Date: From Time: To Date: To Time:

Level	Message	Endpoint Url	Description
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":78,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":79,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":80,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":81,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":85,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":90,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"BBOX ","PhysicalQty":90,"Sit...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"KITC01 ","PhysicalQty":90,"Si...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"KITC02 ","PhysicalQty":90,"Si...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"TDEM01-Blu","PhysicalQty":9...	KN CF 50.80	Inventory(s) updated successfully
INFO	["WarehouseID":609,"ProductID":"TDEM01-GoI","PhysicalQty":9...	KN CF 50.80	Inventory(s) updated successfully

INFO Screen

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



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Logs

Action Type: **Inventory Sync**

Level: **ERROR**

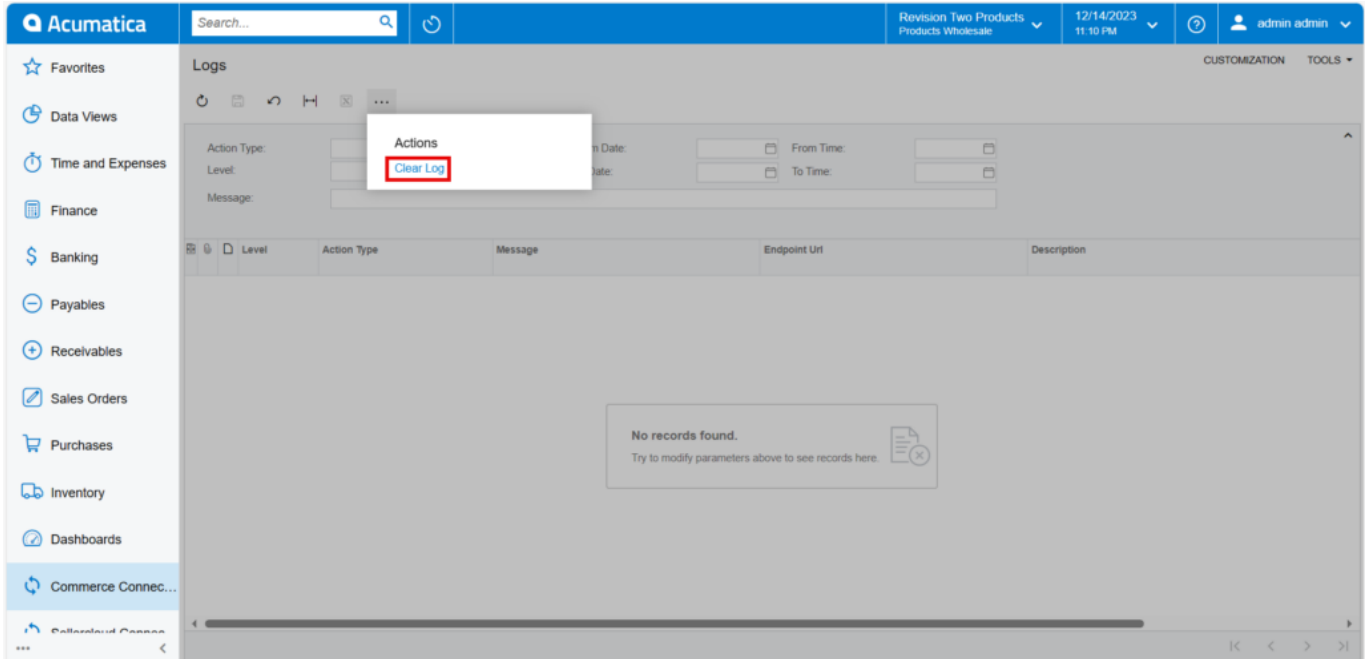
Message:

From Date: From Time: To Date: To Time:

Level	Message	Endpoint Url	Description
ERROR	["WarehouseID":609,"ProductID":"KENBAG ","PhysicalQty":-10,...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	["WarehouseID":609,"ProductID":"VESEL1 ","PhysicalQty":-10,...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	["WarehouseID":609,"ProductID":"LENS ","PhysicalQty":-10,"Sit...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	Inventory Sync	Initialize	The connector has not been activ...
ERROR	["WarehouseID":609,"ProductID":"TABLE03 ","PhysicalQty":-10,...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	Inventory Sync	Initialize	The connector has not been activ...
ERROR	["WarehouseID":609,"ProductID":"KITP023 ","PhysicalQty":-10,...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	["WarehouseID":609,"ProductID":"KITC01 ","PhysicalQty":-10,"S...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	["WarehouseID":609,"ProductID":"TDEM01-Blu","PhysicalQty":-...	KN CF 50.80	Physical Inventory Sync failed (T...
ERROR	["WarehouseID":609,"ProductID":"TDEM01-Blu","PhysicalQty":-...	KN CF 50.80	Physical Inventory Sync failed (T...

Error Screen

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



Logs