



CSM FOR SHOPIFY

An App by Suite Engine

Microsoft Dynamics 365 Business Central

Troubleshooting Articles

Last Revised: August 1, 2022

TROUBLESHOOTING ARTICLE

This document presents troubleshooting information regarding the Shopify Connector functionality for Dynamics 365 Business Central.

Table of Contents


Troubleshooting the Shopify and Business Central Synchronization	1
Logs	1
Data Capture	1
Reset Sync	1
Request the Access Token	2
Verify and Enable Permissions to Make HTTP Requests	2
Rotate the Shopify Access Key	2
In Shopify	2
In Business Central	2

It's possible to run into situations where you need to troubleshoot issues when synchronizing data between Shopify and Business Central. This page defines steps to troubleshoot some common scenarios that may arise.

Troubleshooting the Shopify and Business Central Synchronization

Logs

If a synchronization task fails, you can activate logging by enabling the **Log Enable** toggle in the **Shopify Shop Card**. Manually trigger the synchronization task and review logs.

1. Choose the  icon, enter **Shopify Log Entries**, and then choose the related link.
2. Select the related log entry and open the **Shopify Log Entry** window.
3. Review the request, status code and description, and response.

Remember to switch off logging later to avoid negative performance impacts and increases in database size.

From the **Shopify Log Entries** window, you can trigger the deletion of all log entries or ones that are older than seven days.

Data Capture

Regardless of the **Log Activated** settings, some responses from Shopify always get logged that you can inspect or download using the **Data Capture List** window.

Choose the **Retrieved Shopify Data** action in one of following pages:

- **Shopify order**
- **Shopify order fulfillments**
- **Shopify order shipping costs**
- **Shopify order transactions**
- **Shopify payouts**
- **Shopify payment transactions**
- **Shopify transactions**


Reset Sync

For optimal performance, the connector imports only customers, products, and orders created or changed since last synchronization. On the **Shopify Shop card**, there are functions available to change the date/time of the last synchronization or completely reset it. This function ensures that when the sync is run, all data is synced and not just the changes since the last sync.

This function only applies to syncs from Shopify to Business Central and can be useful if you need to restore deleted data such as products, customers, or deleted orders.

Request the Access Token


If Business Central can't connect to your Shopify account, try to request the access token from Shopify. This request might be needed if there is a rotation of security keys or changes in required permissions (scopes).

1. Choose the  icon, enter **Shopify Shops**, and then choose the related link.
2. Select the shop for which you want to get the access token to open the **Shopify Shop Card** page.
3. Choose the **Request Access** action.
4. If prompted, sign in to your Shopify account.

The **Has AccessKey** toggle will be activated.

Verify and Enable Permissions to Make HTTP Requests

To work correctly, the Shopify Connector extension requires permission to make Http requests. When testing in Sandboxes, the Http requests are prohibited for all extensions.

1. Choose the  icon, enter **Extension Management**, and then choose the related link.
2. Select the *Shopify Connector* extension.
3. Choose the **Configure** action to open the **Extension Setting** page.
4. Make sure that the **Allow HTTPClient Requests** toggle is enabled.


Rotate the Shopify Access Key

The following procedures describe how to rotate the access token used by the Shopify Connector to access your Shopify online shop.

In Shopify

1. From your **Shopify admin**, go to [Apps](#).
2. In the row with the **Dynamics 365 Business Central** app, select **Delete**.
3. In the message that appears, select **Delete**.

In Business Central

1. Choose the  icon, enter **Shopify Shops**, and then choose the related link.
2. Select the shop for which you want to rotate the access token to open the **Shopify Shop Card** page.
3. Choose the **Request Access** action.
4. If prompted, sign-in into your Shopify account, review privacy and permissions, and then choose the **Install App** button.