



Sending the module log and JSON exports to support

Three files to diagnose a synchronisation issue, without giving us access to your Dolibarr

Doli2Shop · Last updated : 2026-09-28

Customer procedure. Support has asked you — or you want to prepare this before even writing — for three files to diagnose a synchronisation incident (for example a stock re-synchronisation that ends with errors, or product variants that drop back to zero stock). These three files let support see exactly what the module actually did, on which product, and with which settings, without needing access to your Dolibarr. Allow five minutes: none of these steps changes your data or your configuration.

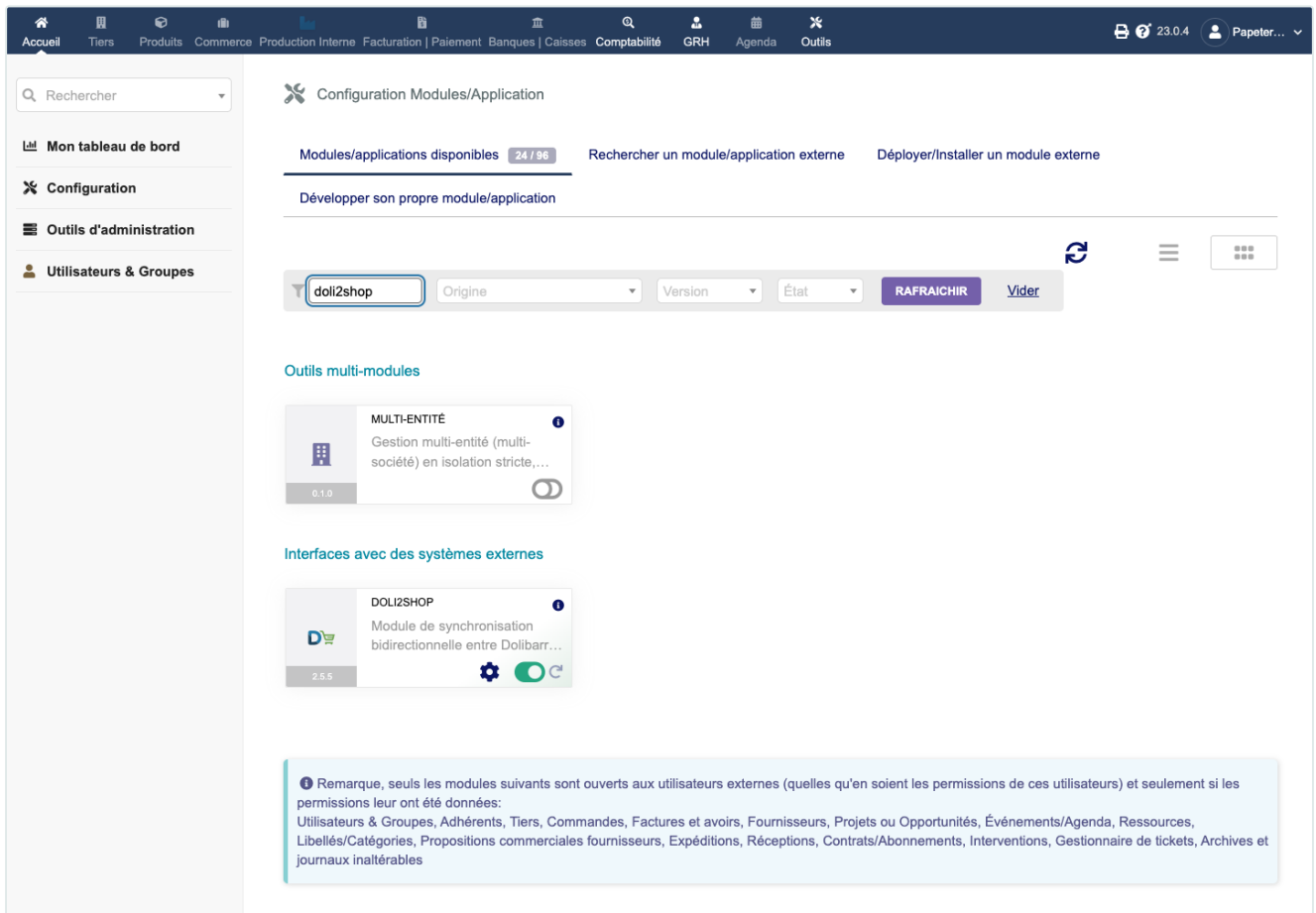
The three files to attach to your message:

1. the **module log** (`dolibarr_doli2shop.log`);
2. the **JSON export of a product** affected by the issue;
3. the **JSON export of the module configuration** (diagnostic).

1. Reaching the module configuration

Doli2Shop has no entry in Dolibarr's left-hand menu: you always reach it through the module management screen.

1. In Dolibarr, go to **Home** → **Setup** → **Modules/Applications**.
2. Filter on **doli2shop** in the search field if the list is long.
3. On the **DOLI2SHOP** tile, click the **gear** icon ("Configure").

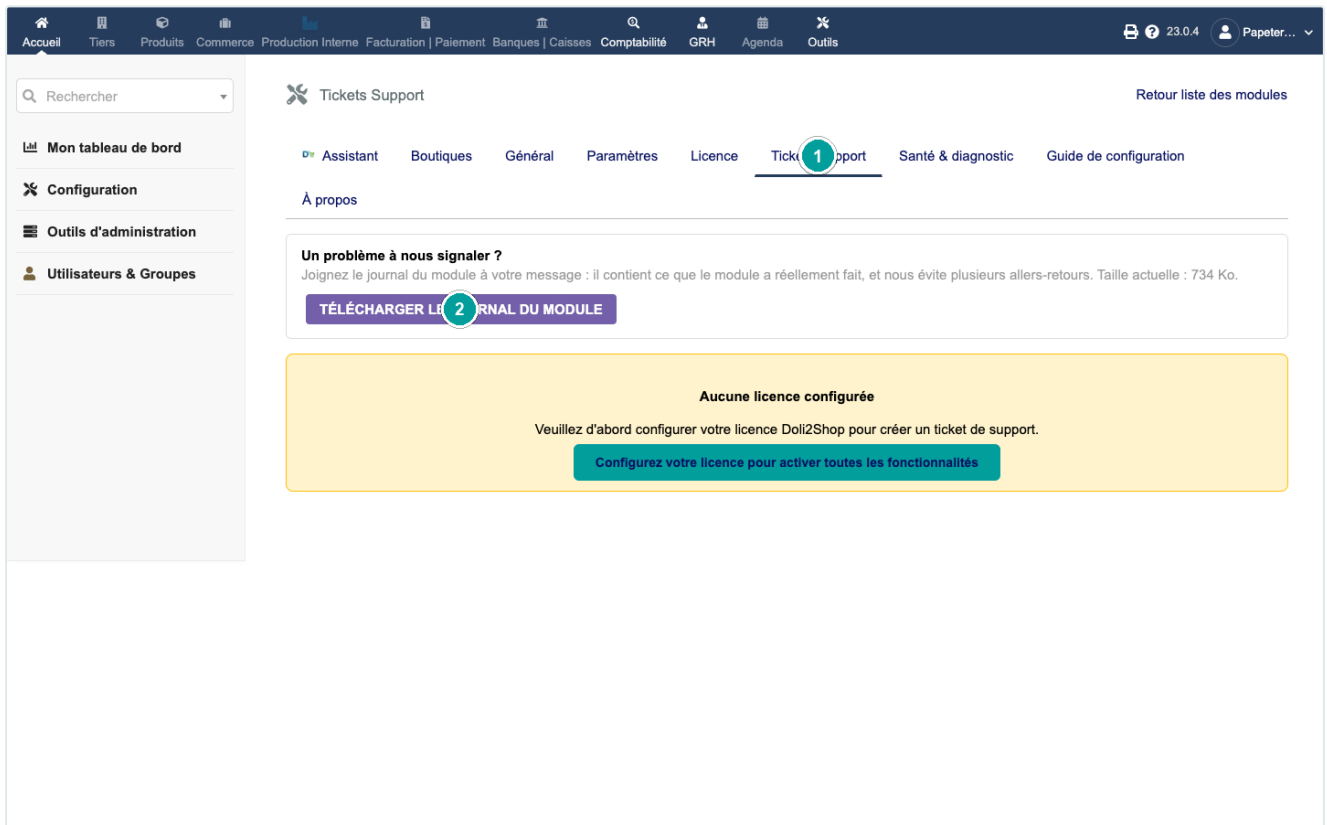


You land on a page with a row of tabs at the top (**Wizard**, **Stores**, **Settings**, etc.). This is where the two screens used below live: **Support Tickets** and **Health & Diagnostic**.

2. Downloading the module log

The module writes its own trace of what it actually did, cycle by cycle, to a file of its own, `dolibarr_doli2shop.log` — separate from Dolibarr's general log. This is the file to attach.

1. Click the **Support Tickets** tab.
2. At the top of the screen, under "Something to report to us?", click **Download the module log**.



1. **Support Tickets** tab — this is where the module shows the download link for its log, even before the ticket list.
2. **Download the module log** button: downloads `dolibarr_doli2shop.log`, with its current size shown next to it.

The downloaded file is named `doli2shop_YYYY-MM-DD_HHMMSS.log`.

If the button does not appear on the Support Tickets tab (log disabled), the same button also exists at the bottom of the **Action log** tab:

1. **Action log** tab — fallback path if the button does not appear on the Support Tickets tab.
2. The same **Download the module log** button, with the same file behind it, at the bottom of this screen.

What this file contains

The actions the module actually carried out: synchronisations run, errors and warnings encountered, calls to the Shopify API, decisions taken (for example why a variant was not updated). Your customers' e-mail addresses and names that may appear in these messages are normally masked before being written (for example `j***@***.com`): the log is built to diagnose a technical incident, not to carry your customer file.

If the log is empty or very short

The log may be disabled, or its detail level set too low to capture the incident. Two settings, made from **Home** → **Setup** → **Other** → **Variables** (no dedicated screen in the module yet):

Constant	Value to enter	Effect
<code>DOLI2SHOP_LOG_FILE_ENABLED</code>	1	Enables the module log (already on by default — only check this if it stays hopelessly empty)
<code>DOLI2SHOP_LOG_FILE_LEVEL</code>	7	Sets the module log to maximum detail (DEBUG), for this module only — without making Dolibarr's general log heavier

Once these two constants are in place:

1. **Redo the action that is failing** (for example: redo the stock re-synchronisation from the **Manual Sync** tab) so that the incident gets logged in detail.
2. Download the log again by following step 2 above.
3. Once the log has been retrieved, remove the `DOLI2SHOP_LOG_FILE_LEVEL` constant (or set it back to `6`) to return to the normal level — otherwise the log stays at maximum detail continuously.

3. Exporting the JSON of a failing product

This export fetches, live from Shopify, the raw record of **one** product — variants, options, price, stock, metadata and media as Shopify knows them at the time of the export. This is what lets support compare what Shopify returns with what Dolibarr displays, without needing access to your store.

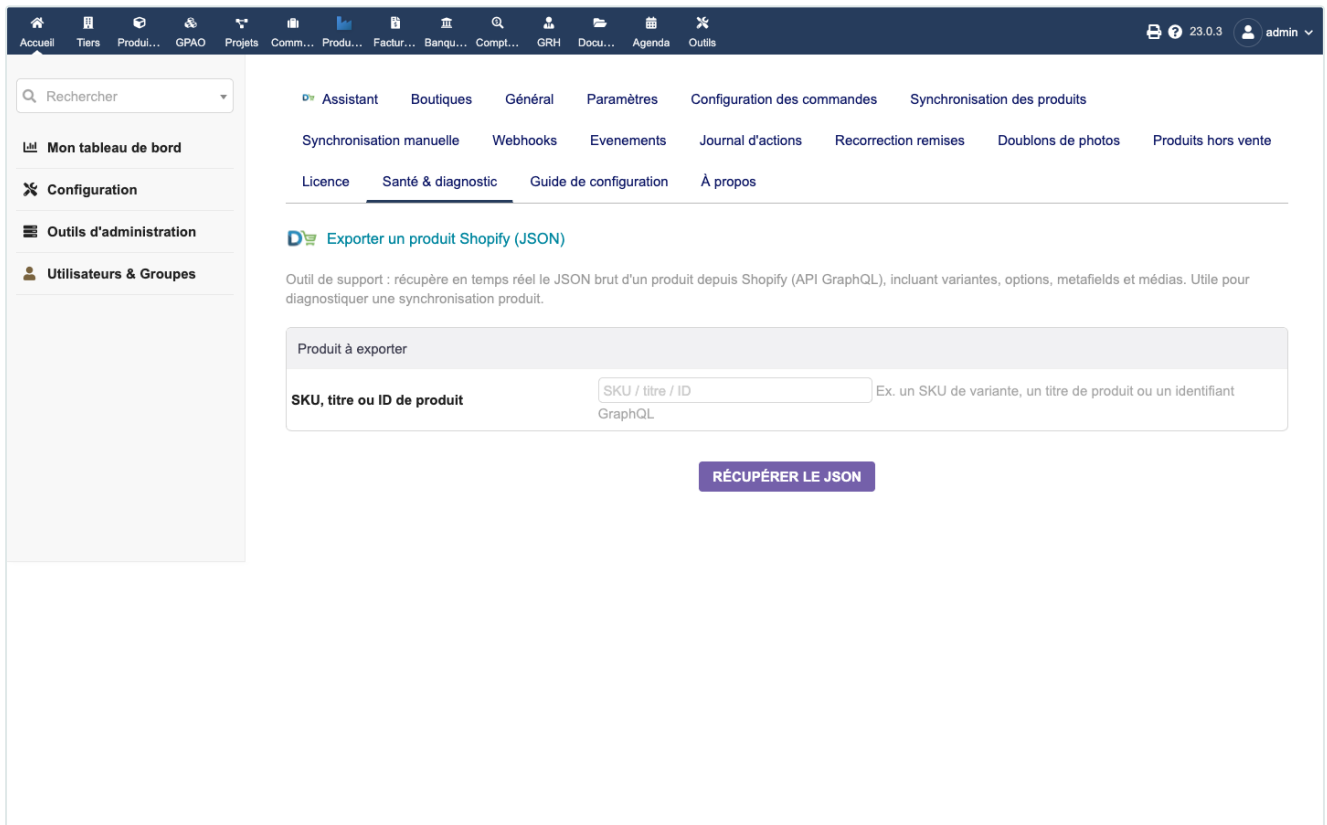
1. From the list of errors shown at the end of your stock re-synchronisation, note the **SKU** (reference) or the **title** of one of the affected products — one is enough for a first diagnostic.
2. Go back to the module configuration, **Health & Diagnostic** tab.
3. Click the **Export a Shopify product (JSON)** button.

The screenshot shows the 'Santé & diagnostic' section of the Doli2Shop interface. It includes a sidebar with navigation links like 'Mon tableau de bord', 'Configuration', 'Outils d'administration', and 'Utilisateurs & Groupes'. The main content area is titled 'Santé & diagnostic' and contains several sections:

- Synthèse par boutique**: A summary section with a red bar indicating 'Identifiants manquants'. It features three buttons: 'EXPORTER UNE COMMANDE SHOPIFY (JSON)', 'EXPORTER UN JETI SHOPIFY (JSON)', and 'EXPORTER PLUSIEURS COMMANDES (ZIP)'.
- Diagnostic**: A section for automatic verification of configuration, migration, API connection, and user rights. It includes an 'EXPORTER 2 NOSTIC (JSON)' button.
- Test connexion Shopify**: A green bar with a dropdown arrow.
- Vérification des droits utilisateur**: A green bar with a dropdown arrow.
- Vérifications système**: A green bar with a dropdown arrow.
- État du module**: A red bar with a dropdown arrow, containing a table of module status.
- Statut du support**: A yellow bar with a dropdown arrow, containing a table of support status.
- Tâches planifiées**: A green bar with a dropdown arrow.
- Connectivité API Shopify**: A green bar with a dropdown arrow.
- Vérifications API Dolibarr**: A green bar with a dropdown arrow.
- Synchronisations récentes**: A green bar with a dropdown arrow.
- Lignes en base pour les webhooks**: A green bar with a dropdown arrow.
- Emplacement du module**: A green bar with a dropdown arrow.
- Intégrité des fichiers du paquet**: A green bar with a dropdown arrow.
- Fichiers de log**: A yellow bar with a dropdown arrow, containing a table of log files.

At the bottom, there is a 'Besoin d'aide ?' section with buttons for 'Télécharger le diagnostic' and 'Contacter le support', and a 'Comment obtenir de l'aide' section with instructions on how to get help.

1. **Export a Shopify product (JSON)** button — opens the tool to look up a product by SKU, title or ID.
2. **Export Diagnostic (JSON)** button — downloads the full module configuration in one click (file #3, below).
3. Enter the SKU or title you noted in step 1, then click **Fetch JSON**.



1. Once the result is shown, click **Download JSON**.

The downloaded file is named `produit_<product-name>.json`. It contains the Shopify and Dolibarr data for that single product — no customer personal data appears in it (it is not an order, only a product record).

4. Exporting the module configuration (diagnostic)

This file lists every current setting of the module (connection, synchronisation rules, mappings, etc.), which saves support from asking you a long series of questions about your configuration.

1. On the same **Health & Diagnostic** tab, at the very top of the page, click **Export Diagnostic (JSON)** (marker #2 on the screenshot above).

The downloaded file is named `diagnostic_shopify_YYYY-MM-DD_HH-mm-ss.json`.

⚠ This file contains the module's technical connection settings (store name, Shopify connection tokens, synchronisation settings). The module already masks part of these values automatically before export (the main access tokens and API keys appear in a truncated form, for example `abcd*****wxyz`) — **but not yet every connection field, as of today**. An upcoming version of the module will remove every connection identifier from this file, even in masked form.

Until that version is available: only send this file to support if support has explicitly asked for it, only to P'tite Tête support through the usual channel (a reply to this message, or a new support ticket), never to anyone else, and never post it on a public file-sharing service.

5. Sending the three files

Reply to the support message (or create a message from the **Support Tickets** tab) attaching the three files:

- the module log (`doli2shop_....log`);
- the product export (`produit_....json`);
- the configuration export (`diagnostic_shopify_....json`) — only if support has asked for it (see the warning in step 4).

If the log is too large for your mailbox (beyond a few megabytes), compress it into a `.zip` archive first before sending.

6. What support does with it

The log lets support replay, minute by minute, what the module actually attempted on your products, and pinpoint where a synchronisation stopped or failed. The product export and the configuration export let support cross-check the real state of Shopify and your settings against what the log reports, to identify the exact cause rather than guessing.

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