



*Drive your **ideas...***

## i95Dev Dynamics NAV Connect User Manual

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## 1. Introduction

**i95Dev NAV Connect** is a secure, scalable and an efficient way of integrating your Magento e-commerce and Microsoft Dynamics NAV system without impacting the client's existing workflows. i95Dev NAV Connect is more than just information sync and helps you increase sales, reduce costs, improve operational efficiency, and provide superior customer experience thus enabling you to take your business to the next level.

The bidirectional information sync results in consistent data across the systems, which helps reduce the manual administrative work, improves efficiency, streamlines order fulfilment, inventory and more.

### 1.1. About this guide

The objective of the document is to help users understand i95Dev NAV Connect features and its functionality. The document works on the premise that the reader is familiar with Magento and Dynamics NAV ERP systems.

The manual is divided into the following parts:

1	Introduction	A note about the guide, and terminologies used.
2	Configuration and setup	Instructions to enable and configure i95Dev NAV Connect
3	Information exchanged between Magento and Dynamics NAV	List of data synchronized between Magento and Dynamics NAV.
4	Magento admin dashboard	Changes made in Magento admin screens to view Dynamics NAV Information (like NAV IDs, order status, etc.) associated with a record in Magento.
5	i95Dev message queue reports in Magento	About report functionality in Magento to view sync status, and more.

### 1.2. Terminologies

- **Customer** - Customer details
- **Address** - Order details
- **Product** - Product detail
- **Order** - Order details
- **Invoice** - Invoice details
- **Shipment** - Shipment details
- **Connector** – i95Dev NAV Connect
- **Magento admin** - Magento's admin panel or web store's backend

## 2. Configuration and Setup

Once i95Dev NAV Connect is installed on your Magento system a main menu I95DEV and a tab, i95Dev Connector Settings is added to the store configurations screen. Here you can configure settings related to i95Dev NAV Connect.

**Note** - This document is only for your reference. When NAV Connect is installed, the i95Dev team takes care of installation and configuration of the connector.

i95Dev Connector Settings tab is where you can manage all settings related to the connector and has the following seven sections.

- i95Dev Extension
- i95Dev Connector Settings
- i95Dev Connect Notifications
- General Contact Info
- Credentials
- i95Dev Message Queue Settings
- i95Dev Connect Log Settings

## 2.1. Enabling the Connector

The connector, when installed, is by default in enabled mode. For connector to start synchronizing data between Magento and Dynamics NAV, it must first be enabled from the store configurations screen.

Follow the following steps to enable the Connector from Magento admin.

1. **Sign in** to your Magento admin dashboard.
2. Click **Store** in the left admin bar, then click **Configurations** in the Settings group.
3. Scroll down and expand **i95Dev Connect tab** in the left navigation pane as shown in Figure 1.
4. Click **i95Dev Connector Settings** and expand **i95Dev Extension** tab.

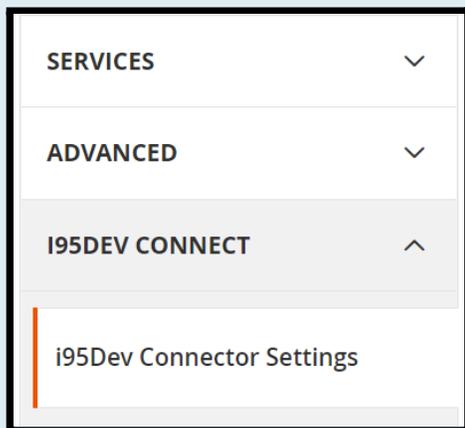


Figure 1: i95Dev Connector Settings

The screenshot shows a configuration window titled "i95Dev Extension". It contains two settings:

- Enable(extension)** [website]: A dropdown menu with "Yes" selected. Below it is the text "To enable or disable the extension."
- Set Packet Size** [website]: A dropdown menu with "50" selected. Below it is the text "Number of records that will be picked from MessageQueue to be Synced in Magento".

Figure 2: i95Dev Extension tab

5. Select **Yes** in the **Enable** drop-down list.
6. Set **Package Size** from drop-down list. By default the value is **50**.

## 2.2. Setting up the Connector

1. Select **NAV** in the **Component** drop-down list.
2. In the **Capture Invoice** drop-down list, select **Yes** if you would like to capture the amount online, else select **No**.
  - a. **Note:** Only Authorize.net and PayPal payment methods are supported by default for capturing the amount online.
3. In the **Default Customer Group** drop-down list, select a Customer Group that is to be assigned to a Customer If no customer group provided from Dynamics NAV in customer sync from Dynamics NAV to Magento.
4. In the **Product Attribute Set** drop-down list, select a Product Attribute Set that is to be assigned to Product that is synced from Dynamics NAV to Magento
5. In the **Attribute Group** drop-down list, select an Attribute Group that is to be assigned to Product Attribute that is created in Product Sync from Dynamics NAV to Magento

## 2.3. Setting up Connector notifications

1. In the **E-Mail Confirmations** combo-box select the records (use ctrl key to select more than one options) for which you wish to enable notification.
  - a. **Invoice** When selected, a confirmation email is sent to the customer after an invoice is synced from Dynamics NAV to Magento.
  - b. **Shipment** When selected, a confirmation email is sent to the customer after a shipment is created from Dynamics NAV to Magento.
2. In the **Order Total Mismatch Notification** drop-down list, select **Yes** to enable admin notifications when there is a mismatch between Magento and Dynamics NAV order

## 2.4. General Contact Info

1. Provide **Admin Email** to which want to receive data sync failed email notifications, **Admin Username** which will be displayed in data sync failed email notifications

## 2.5. Credentials

1. Provide **API Integration Token** (Token can be generated from Magento admin by following this [link](#)), which will be used for communication between Magento and Dynamics NAV.
2. Provide **Encryption Pass Key** as “jZjneNba78tqCuB8l8eQrXoAigmbjlwwngYfjEdnnLg=”, which will be used to encrypt and decrypt the data that is transferred between Magento and Dynamics NAV

## 2.6. i95Dev Message Queue Settings

1. Provide **Retry Limit** count, if this value is provided if any record failed to sync to Magento from Dynamics NAV then that record will be try to sync again and again until this configuration value reached.
2. Provide **MQ Data Clean Days**: The data which is created before the configured days will be deleted from Message Queue.

## 2.7. i95Dev Connect Log Settings

1. Select **Yes** from drop-down list of **Enable Logs** configuration to generate connector related logs.
2. Provide **Log Clean Days**: The connector logs which are generated before configured days will be deleted.
3. Provide **Log Archive Days**: The connector logs which are generated before configured days will be archived.
4. Provide **Max Log Size** in **kb**, if generated log reaches the configured size a new log will be generated with same name by appending a suffix 1, 2, 3....

## 2.8. Implementing Locale

i95Dev NAV Connect by default is implemented in English language which is configured using a CSV file. Follow the following steps to view custom fields and labels in your preferred language:

1. To display custom fields in your preferred language, download the English template, add preferred language, and upload the same to Magento FTP as shown below.

Name	Size	Changed	Rights
..		26-02-2021 19:11:44	rxr-xr-x
en_US.csv	9 KB	25-02-2021 14:16:43	rw-rw-r--

Figure 3: Locale Implementation

### 3. Data synced between Magento and Dynamics NAV

Connector by default synchronizes the following information between Magento and Dynamics NAV

Element	Magento to NAV	NAV to Magento
Customer	Y	Y
Address	Y	Y
Product	Y	Y
Inventory	N	Y
Order	Y	Y
Shipment	N	Y
Invoice	N	Y
Order Status	N	Y
Tier Price/ Price Group	N	Y

## 4. Magento admin dashboard

### 4.1. Customer

#### 4.1.1. Email Address

Customer email address is mandatory field in Magento, hence customer records created in Dynamics NAV must have an email address. In cases where an email address is not available, the Connector automatically generates and assigns a dummy email address. This email address generated follows the following format:

**NAVcustomerid@companyname.com**

In the above email address the **NAVcustomerid** is the Customer ID given at the time of Customer creation in Dynamics NAV and **companyname** is the name of the NAV Company. This email id can be updated later.

### 4.1.2. Primary Address

As with email, primary address is mandatory in Magento. Hence a customer record created in Dynamics NAV must have a primary address associated with the customer record for successful synchronization to Magento.

### 4.1.3. Customer grid and information screen

Once a Customer record is synced between Magento and Dynamics NAV, you can view the NAV Customer ID in Magento admin's Customer information screen.

We added two additional columns to Magento admin's Customer grid, Origin - to identify the originator (the source system where the record was created), and NAV Customer ID – to display the primary identifier of the record in Dynamics NAV to help correlate the records in Magento and NAV.

<input type="checkbox"/>	Origin	NAV Customer ID	ID	Name	Email	Group	Phone	ZIP	Country	State/Province	Customer Since	Web Site	Confirmed email	Account Created in	Date of Birth	Tax VAT Number	Gender	Action
<input type="checkbox"/>	NAV	CUST5	12	sumalatha	NavUserCUST5@NavCompanyName.com	General	342543463463	11010	United States	New York	Sep 7, 2021 4:20:40 PM	Main Website	Confirmation Not Required	Default Store View				<a href="#">Edit</a>
<input type="checkbox"/>	NAV	CUST6	13	JamesO MarkO	JamesOMarkO@gmail.com	General	9087554321	10003	United States	New York	Sep 7, 2021 4:21:07 PM	Main Website	Confirmation Not Required	Default Store View				<a href="#">Edit</a>
<input type="checkbox"/>	NAV	CUST7	15	Admin Text	admin@mailinator.com	General	806-462-30211	79373	United States	Texas	Sep 7, 2021 4:21:36 PM	Main Website	Confirmation Not Required	Default Store View				<a href="#">Edit</a>
<input type="checkbox"/>	NAV	CUST8	16	Test Admin New	new@mailinator.com	General					Sep 7, 2021 4:21:37 PM	Main Website	Confirmation Not Required	Default Store View				<a href="#">Edit</a>

Figure 4: Customer grid in Magento admin

Similarly, the Connector adds an additional NAV Information section in the account Information tab. This section displays customer's NAV Customer ID and Price Group assigned (if any) to the Customer.

1. Go to the **Customer View** tab in the **Customer Information** screen.
2. Scroll down to the NAV Information section to view Customer's **NAV Customer ID** and **Price Group**.

**CUSTOMER INFORMATION**

---

**Customer View**

---

Account Information

---

Addresses

---

Orders

---

Shopping cart

---

Newsletter

---

Billing Agreements

---

Product Reviews

**Personal Information**

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Last Logged In:	Jun 30, 2021, 6:00:03 PM (Offline)	<b>Default Billing Address</b>
Account Lock:	Unlocked	Rajeshwi P
Confirmed email:	Confirmation Not Required	rajeshwi street
Account Created:	Jun 29, 2021, 4:54:03 PM	New York, New York, 11010
Account Created In:	Default Store View	United States
Customer Group:	General	T: 8897023534

---

**NAV Information**

---

NAV Customer ID:	C00090
Price Group:	TEST

Figure 5: Customer’s NAV Information in Magento admin

## 4.2. Order

### 4.2.1. Order grid and information screen

As with Customer grid, the same two columns are also added to the Order grid – Origin and NAV Order ID.

	ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	NAV Order ID	Origin	Action
<input type="checkbox"/>	000000133	Main Website Main Website Store Default Store View	Jan 7, 2022 8:54:34 PM	Crustio Mark	Crustio Mark	\$272.20	\$272.20	Pending	3459	website	<a href="#">View</a>
<input type="checkbox"/>	000000132-2	Main Website Main Website Store Default Store View	Jan 6, 2022 1:49:05 PM	Crustio Mark	Ram Tetali	\$363.20	\$363.20	Pending	3455	NAV	<a href="#">View</a>
<input type="checkbox"/>	000000132-1	Main Website Main Website Store Default Store View	Jan 6, 2022 1:42:40 PM	Crustio Mark	Ram Tetali	\$447.80	\$447.80	Canceled	3455	NAV	<a href="#">View</a>
<input type="checkbox"/>	000000132	Main Website Main Website Store Default Store View	Jan 5, 2022 7:28:30 PM	Crustio Mark	Ram Tetali	\$281.39	\$281.39	Canceled	3455	website	<a href="#">View</a>

Figure 5: Order grid in Magento admin

Similar to Customer information page, an additional section, NAV Information, is also added to the Order information page. This section displays NAV Order ID, Order Status and NAV Invoice ID.

1. Go to **Information tab** in the **Order View** screen.
2. Scroll down to the NAV Information section to view Order’s **NAV Order ID**, **NAV Order Status** and **NAV Invoice ID**.

Order & Account Information

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**Order # 00000132-2** (The order confirmation email is not sent)

Order Date	Jan 6, 2022, 1:49:05 PM
Order Status	Pending
Link to the Previous Order	<a href="#">00000132-1</a>

**Account Information**

Customer Name	Crustio Mark
Email	<a href="mailto:crustio23@gmail.com">crustio23@gmail.com</a>
Customer Group	General

**NAV Information**

NAV Order ID	3455
NAV Order Status	New

Figure 6: NAV Information of Order in Magento admin

**Note:** For invoice and shipment, the Connector by default assumes the Dynamics NAV system as the master. Hence, both the invoice and shipment information is synchronized only from Dynamics NAV to Magento.

### 4.3. Invoice

#### 4.3.1. Invoice grid and information screen

Once an Invoice record is synced to Magento from Dynamics NAV, you can view the NAV Invoice ID in Magento admin's Invoice information screen.

	Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Grand Total (Base)	Grand Total (Purchased)	NAV Invoice ID	Action
<input type="checkbox"/>	000000001	Jun 28, 2021 6:14:37 PM	000000008	Jun 28, 2021 6:10:07 PM	Ram Tetali	Paid	\$10.00	\$10.00	103038	<a href="#">View</a>
<input type="checkbox"/>	000000002	Jun 29, 2021 5:50:05 PM	000000019	Jun 29, 2021 5:47:38 PM	Rajeshwi P	Paid	\$10.00	\$10.00	103042	<a href="#">View</a>
<input type="checkbox"/>	000000003	Jun 30, 2021 9:49:03 AM	000000033	Jun 30, 2021 9:47:15 AM	Rajeshwi P	Paid	\$27.00	\$27.00	103044	<a href="#">View</a>
<input type="checkbox"/>	000000004	Jun 30, 2021 11:38:05 AM	000000034	Jun 30, 2021 10:40:39 AM	Ram Tetali	Paid	\$33.00	\$33.00	103045	<a href="#">View</a>

Figure 7: Invoice grid in Magento admin

We added an additional column to Magento admin's Invoice grid, NAV Invoice ID – to display the primary identifier of the record in Dynamics NAV to help correlate the records in Magento and NAV.

Order & Account Information

---

**Order # 000000008** (The order confirmation email was sent)

Order Date	Jun 28, 2021, 6:10:07 PM
Order Status	Complete
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	192.168.10.103

**Account Information**

Customer Name	Ram Tetali
Email	<a href="mailto:crustio23@gmail.com">crustio23@gmail.com</a>
Customer Group	General

**NAV Invoice Information**

NAV Invoice ID	103038
----------------	--------

Figure 8: NAV Information of Invoice in Magento admin

### 4.4. Shipment

#### 4.4.1. Shipment grid and information screen

Once a Shipment record is synced to Magento from Dynamics NAV, you can view the NAV Shipment ID in Magento admin's Shipment information screen.

<input type="checkbox"/>	Shipment	Ship Date	Order #	Order Date	Ship-to Name	Total Quantity	NAV Shipment ID	Action
<input type="checkbox"/>	000000043	Jan 4, 2022 6:35:51 PM	000000130	Dec 31, 2021 6:46:58 PM	Crustio Mark	3.0000		<a href="#">View</a>
<input type="checkbox"/>	000000042	Dec 20, 2021 6:30:26 PM	000000124	Dec 20, 2021 6:22:26 PM	Crustio Mark	2.0000	102663	<a href="#">View</a>
<input type="checkbox"/>	000000041	Nov 16, 2021 5:27:51 PM	000000104	Nov 15, 2021 1:29:52 PM	Crustio Mark	5.0000	102662	<a href="#">View</a>
<input type="checkbox"/>	000000040	Nov 16, 2021 4:44:02 PM	000000105	Nov 16, 2021 4:20:45 PM	Crustio Mark	5.0000	102661	<a href="#">View</a>

Figure 9: Shipment grid in Magento admin

We added an additional column to Magento admin’s Shipment grid, NAV Shipment ID – to display the primary identifier of the record in Dynamics NAV to help correlate the records in Magento and NAV.

Order & Account Information	
Order # 000000124 (The order confirmation email was sent)	
Order Date	Dec 20, 2021, 6:22:26 PM
Order Status	Complete
Purchased From	Main Website Main Website Store Default Store View
Account Information	
Customer Name	Crustio Mark
Email	crustio23@gmail.com
Customer Group	General
NAV Shipment Information	
NAV Shipment ID	102663

Figure 10: NAV Information of Shipment in Magento admin

## 4.5. Product

### 4.5.1. Inventory & Tier Prices

For inventory and tier prices, the Connector by default assumes the Dynamics NAV system as the master. Hence, both the inventory and tier pricing information is synchronized only from Dynamics NAV to Magento.

### 4.5.2. Product grid and information screen

In Product grid we add one column – NAV Product Status. Products successfully synced between Magento and Dynamics NAV have status as “synced”.

<input type="checkbox"/>	ID	Thumbnail	Name	Type	Attribute Set	SKU	Price	Quantity per Source	NAV Product Status	Salable Quantity	Visibility	Status	Websites
<input type="checkbox"/>	108		amplifier	Simple Product	Default	AMPLIFIER	\$150.00	BLUE Warehouses: 391	synced	ConnectorStock: 391 XYZ: 391	Not Visible Individually	Disabled	Main Website
<input type="checkbox"/>	107		Water bottles	Simple Product	Default	BOTTLE	\$90.00	BLUE Warehouses: 1097	synced	ConnectorStock: 1097 XYZ: 1086	Catalog, Search	Enabled	Main Website
<input type="checkbox"/>	106		Assembly BOM product	Bundle Product	Default	BOMPRODUCT	\$100.00		synced		Catalog, Search	Enabled	Main Website
<input type="checkbox"/>	105		description variant	Configurable Product	Default	XPDENTVARIANT	\$100.00		synced		Catalog, Search	Enabled	Main Website

Figure 11: Product sync status, from Magento to Dynamics NAV

## 5. Inbound Message Queue in Magento

The Inbound Message Queue Report gives an overview of the status of data sync transactions happening from Dynamics NAV to Magento. The sync status can be viewed for the following entities:

Customer	Product	Order
Address	Tier Price	Invoice
Inventory	Price Group	Shipment

This is a dynamic report; once the record has synced successfully there would be no records in the report section.

### 5.1. Sync status

The Connector assigns the following status to each record during various stages of the sync process

<b>Pending</b>	Status used for incoming data – once the Connector starts receiving a message (data of an entity) from Dynamics NAV. At this stage, the data is received by Magento but yet to be synced.
<b>Processing</b>	Status used for records, which have picked up from Inbound Message Queue to Magento
<b>Success</b>	Status used for records, which have successfully synced to Magento.
<b>Error</b>	Status used when the Connector encounters an error during the sync process.
<b>Complete</b>	Status used when a record is successfully synced to Magento and the success acknowledgement is sent back to the Dynamics NAV system.

### 5.2. Manual data sync

For every records that fail to sync to Magento (records with sync status “Error”), the connector attempts to re-sync the record couple of times which is pre-configured. In the process, if the record successfully syncs then the status is changed to “Success” and then to “Complete” as discussed above. However, if the record fails to sync even after a pre-configured number of attempts, the automated retry process is stopped and will be removed from the message queue periodically (pre-configured).

Magento administrator can manually sync (after resolving the issue that is causing the automated sync to fail).

### 5.3. Clean up synced data

To avoid the message queue from getting overwhelming (to understand and in size), the Connector periodically (pre-defined) removes the data, with sync status “Complete” and “Error”, from the message queue.

## 5.4. Viewing sync report and manually syncing data

Please follow the following steps to view sync report and to manually sync records with sync status Error.

1. **Login** as administrator in **Magento admin** panel.
2. Click **i95DEV** in the **Admin sidebar** click **Inbound Message Queue** in **Reports** group.  
The system displays the Inbound Message Queue Report screen.

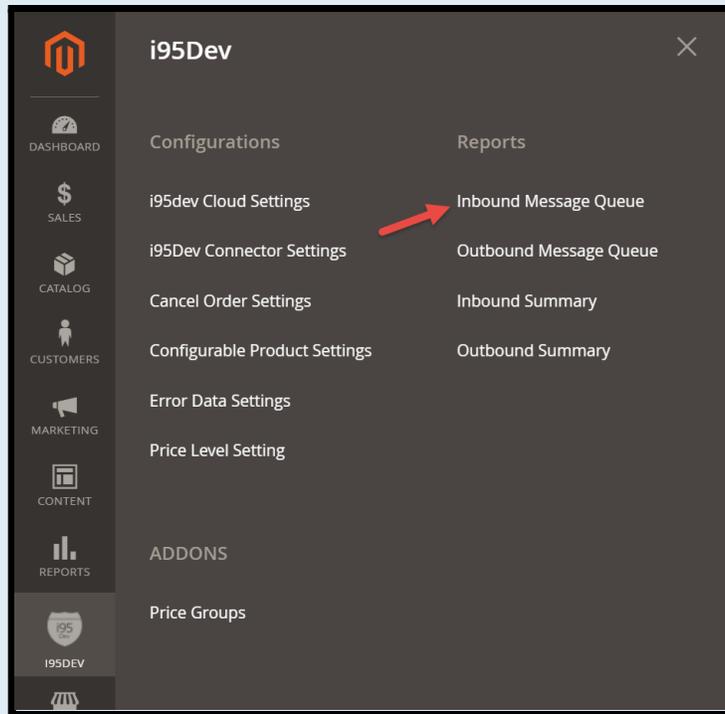


Figure 12: Navigation to Inbound Message Queue

3. Select the entity type in **Entity** drop-down list for which you wish to see the sync report.

	Message ID ↑	Entity	Created Date	Updated Date	Status	ERP Id	Reference Name	Count	Response	Data
Any ▾	From To	From To	From To	From To				From To		
<input type="checkbox"/>	172	Configurable Product	Mar 3, 2021, 11:31:29 PM	Mar 3, 2021, 11:31:29 PM	Complete	017758	017758	1	00000005	No Data
<input type="checkbox"/>	171	Order	Mar 3, 2021, 11:31:27 PM	Mar 3, 2021, 11:31:27 PM	Complete	017758	017758	1	00000006	No Data
<input type="checkbox"/>	170	Inventory	Mar 3, 2021, 11:30:14 PM	Mar 3, 2021, 11:30:15 PM	Complete	MotoG5	MotoG5	1	2059	No Data

Figure 13: Entity in Inbound Message Queue

- To view records with sync status Error, select **Error** from the **Status** drop down list and click **Search**

Inbound Message Queue Report										
	Message ID ↑	Entity	Created Date	Updated Date	Status	ERP Id	Reference Name	Count	Response	Data
Search	Reset Filter									
Sync ▾	Submit	2 records found ( 2 selected )			20 ▾	per page	<	1		
Any ▾	From To	Customer ▾	From To	From To	Error ▾			From To		
<input checked="" type="checkbox"/>	24	Customer	Feb 26, 2021, 8:20:22 AM	Feb 26, 2021, 8:21:03 AM	Processing	010240		5	Error	View
<input checked="" type="checkbox"/>	23	Customer	Feb 26, 2021, 8:17:26 AM	Feb 26, 2021, 8:18:04 AM	Complete	010240		5	Error	View

Figure 14: Entity Status in Inbound Message Queue

- Select all records (check box) you wish to sync manually and select **Sync** from the **Actions** Drop-down list.
- Click **Submit**.

## 6. Outbound Message Queue in Magento

The Outbound Message Queue Report gives an overview of the status of data sync transactions happening from Magento to Dynamics NAV. The sync status can be viewed for the following entities, this is a dynamic report

Customer	Order
Product	-

### 6.1. Sync status

The Connector assigns the following status to each record during various stages of the sync process

<b>Pending</b>	Status used for outgoing data – once the Connector starts receiving a message (data of an entity) from Magento. At this stage, the data is received by Connector Outbound Message Queue but yet to be synced.
<b>Request Transferred</b>	Status used for records, which sent from Outbound Message Queue to Dynamics NAV
<b>Processing</b>	Status used for records, which have picked up from Outbound Message Queue to Dynamics NAV
<b>Error</b>	Status used when the Connector encounters an error during the sync process.
<b>Complete</b>	Status used when a record is successfully synced to Dynamics NAV and the success Acknowledgement is sent back to the Magento.

### 6.2. Clean up synced data

To avoid the message queue from getting overwhelming (to understand and in size), the Connector periodically (pre-defined) removes the data, with sync status “Complete” and “Error”, from the message queue.

### 6.3. Viewing sync report

Please follow the following steps to view sync report of Outbound Message Queue

1. **Login** as administrator in **Magento admin** panel.
2. Click **I95DEV** in the **Admin sidebar** click **Outbound Message Queue** in **Reports** group. The system displays the Outbound Message Queue Report screen.

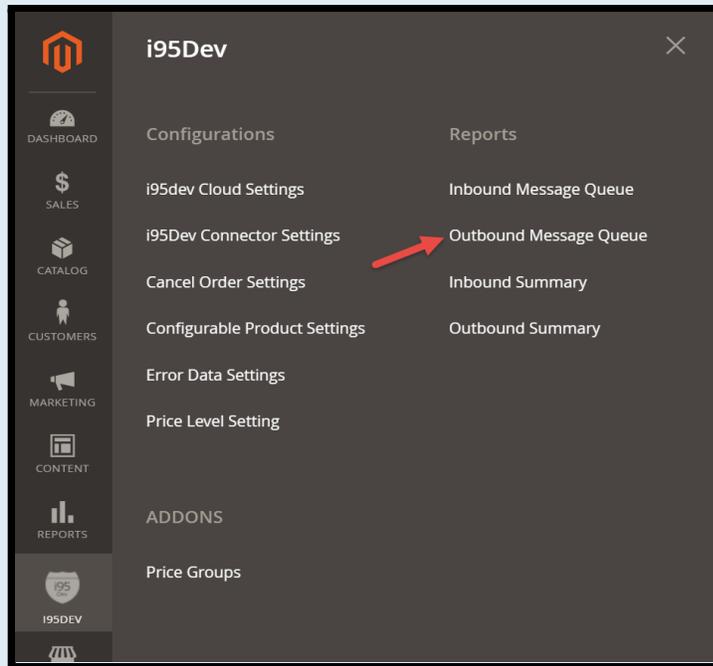


Figure 15: Navigation to Outbound Message Queue

Outbound Message Queue Report

Search [Reset Filter](#) 98 records found 20 per page 1 of 5

Message ID	Entity	Created Date	Updated Date	Status	ERP	Magento Id	ERP Id	Updated By
From		From	From					
To		To	To					
98	Order	Jan 7, 2022, 8:54:35 PM	Jan 7, 2022, 8:54:55 PM	Complete	NAV	000000133	3459	NAV
97	Order	Jan 5, 2022, 7:28:31 PM	Jan 5, 2022, 7:28:40 PM	Complete	NAV	000000132	3455	NAV
96	Order	Jan 5, 2022, 5:59:04 PM	Jan 5, 2022, 6:01:08 PM	Complete	NAV	000000131	3453	NAV
95	Order	Dec 31, 2021, 6:46:58 PM	Dec 31, 2021, 6:48:34 PM	Complete	NAV	000000130	3452	NAV
94	Order	Dec 31, 2021, 6:43:24 PM	Dec 31, 2021, 6:44:36 PM	Complete	NAV	000000129	3451	NAV
93	Order	Dec 31, 2021, 6:41:01 PM	Dec 31, 2021, 6:42:14 PM	Complete	NAV	000000128	3450	NAV

Figure 16: Outbound Message Queue in Magento

## 7. Summary Reports in Magento

### 7.1. Inbound Summary

The Inbound Summary Report gives status wise count of the records for different entities like Customer, Order and Product etc., that are syncing from Dynamics NAV to Magento.

Please follow the following steps to view sync summary report of Inbound Message Queue

1. **Login** as administrator in **Magento admin** panel.
2. Click **I95DEV** in the **Admin sidebar** click **Inbound Summary** in **Reports** group. The system displays the Inbound Message Queue Summary Report screen.

Inbound Summary reportt						
Entity	Pending	Processing	Error	Success	Complete	Total by Entity
Address	16	0	2	0	45	63
Customer	3	0	2	0	17	22
Inventory	0	0	5	0	26	31
Invoice	1	0	2	0	3	6
Order	5	0	6	0	4	15
Price Level	0	0	0	0	1	1
Product	0	0	0	0	19	19
Shipment	1	0	2	0	3	6
<b>Total by Status</b>	<b>28</b>	<b>5</b>	<b>19</b>	<b>0</b>	<b>120</b>	<b>172</b>

Figure 17: Inbound Message Queue Summary Report in Magento

## 7.2. Outbound Summary

The Outbound Summary Report gives status wise count of the records for different entities like Customer, Order and Product etc., that are syncing from Magento to Dynamics NAV.

Please follow the following steps to view sync summary report of Outbound Message Queue

1. **Login** as administrator in **Magento admin** panel.
2. Click **I95DEV** in the **Admin sidebar** click **Outbound Summary** in **Reports** group. The system displays the Outbound Message Queue Summary Report screen.

Outbound Summary Report						
Entity	Pending	Request Transferred	Error	Complete	Total by Entity	
Customer	0	0	2	35	37	
Order	0	0	6	11	17	
Product	0	0	3	7	10	
<b>Total by Status</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>53</b>	<b>64</b>	

Figure 18: Outbound Message Queue Summary Report in Magento

