Xero Diagnostics

Go to full article

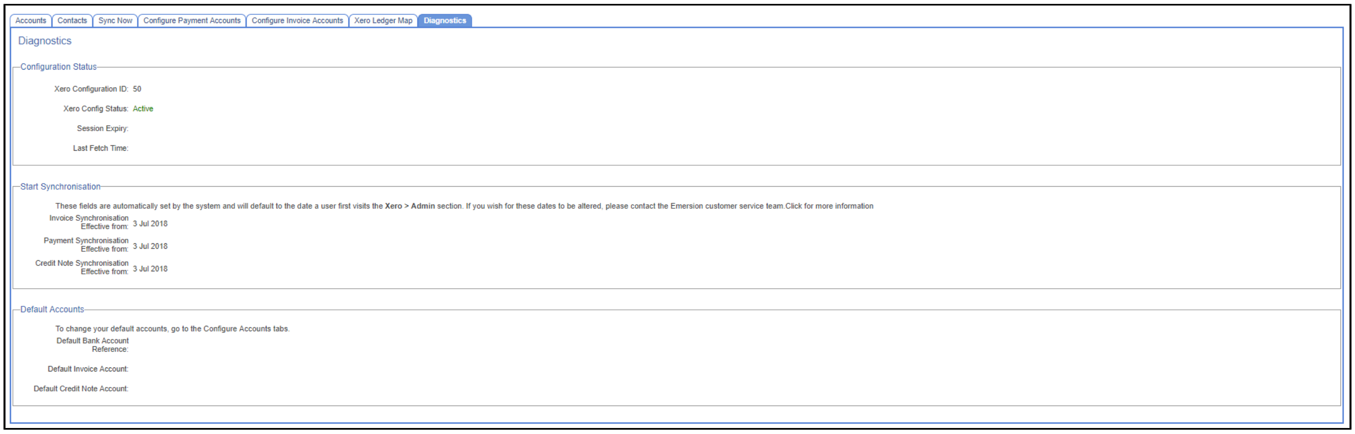
Overview

This article explains the Xero Diagnostics page. This page is designed to assist users troubleshoot issues with the synchonisation of Xero and provide insight into some important configuration settings.

Integration > Xero > Diagnostics

There are 3 groups of fields on this page:

1. Configuration Status
2. Start Synchronisation
3. Default accounts



Status Information

The status information fields include:

Field	Description
Configuration ID	The very first time a user loads the **Integration > Xero** page, a Xero configuration entry is created and stored in the database. The configuration stores important information required by the system, such as the status, session tokens, default account information and run time information. This ID may be requested from Emersion Support when seeking help with any Xero synchronisation issues.
Config Status	The configuration can be in either one of two statuses: 1. Active 2. Inactive By default, a configuration record is created in an *active* state. An *inactive* status will occur when a session token has expired, or by manual intervention by Emersion staff. An inactive configuration does not mean the link between Xero and Emersion is broken. But no synchronisation will occur while the configuration is in an inactive status. If the status is *disabled,* the session expiry date/time is in the future and you are not certain why it is *inactive*, please contact the Emersion Customer Service team to assist.
Session Expiry	When a physical connection between Xero and Emersion is established, a user session is created and automatically set to expire in 12 months' time. This field shows the date and time the session is due to expire. Expired sessions are the most common reason that synchronisation stops.
Last Fetch Time	This shows the date and time that the synchronisation pollers synchronised, or attempted to synchronise data between Xero and Emersion. This time will also update when a manual sync is performed.

Start Synchronisation

These fields provide control over how much data is synchronised to Xero when a connection is established for the first time.

Particularly when Xero has been well-established in an organisation, it is common to want to commence the data synchronisation from a specific point in time. If these dates were not set, every invoice, payment and credit note ever created in Xero would attempt to be brought into Emersion. This is usually not desirable.

Synchronisation of data created before these dates is not possible.

These fields are automatically set by the system. They default to the day and time a user in your company first visits the **Xero > Admin** section. To vary these dates, please contact the Emersion Customer Support team.

After synchronisation has begun it can later be paused for all accounts sharing an account profile as described here.

Default Accounts

This displays the default accounts that have been configured. To change the settings:

The default bank account can be configured on the **Configure Payment Accounts** tab.

The default invoice and credit note accounts can be configured on the **Configure Invoice Accounts** tab.

Related Pages

- Xero Diagnostics
- Payments in Xero and Emersion do not match/reconcile
- Xero Integration Errors
- Troubleshooting Xero Issues
- Xero Connection has Dropped
- Allocation Journal is already pushed or locked by another process
- Customer data not being sent to Xero and back again
- Where is the Payment Surcharge?
- Xero
- Using Groups to Migrate Customers from Xero to Emersion During Onboarding
- Configure Xero Integration
- Ledger Code Mapping Import
- Create an account in Xero from Emersion
- View Chart of Accounts in Cumulus
- Breaking the Xero and Emersion Link