

Import & Export Log

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Import & Export Log

All Import & Export request are recorded in the system, allowing you to see when they were executed, monitor their status and check whether any errors were encountered.

What you would learn

1. How to access a record and information available in the Import & Export log.
2. How to find the log you need.
3. What each import and export request status means.

Accessing and viewing a log

Both import and export requests are recorded in the Import & Export log. To view a log:

1. Navigate to the **Import / Export → Import Export** screen.
2. **Locate** the record.
3. Click the **View** icons on the right side of the screen.
4. The following information can be obtained:
 1. Import / Export specifies the type of the record.
 2. Name of the automatic export feed or import layout.
 3. Status - the current stage of the import or export request. For more information on each status see the [Glossary](#) section.
 4. Initial file - the import file name.
 5. Result file - a system log that provides further information about the import or export request execution.
 6. Imported / Exported Records is the number of unique references which were created, updated or exported by the system.
 7. Import / Export Total Records is the number of unique references which the uploaded file contained.
 8. Errors provides information about detected faults.

9. Started at is the time when the import or export request was made.
10. Finished time is the time when the import or export request was completed by the system.

Please note that there might be a difference between **Imported / Exported records** and **Import / Export Total Records**. This could be due to multiple reasons such as:

- Update only existing SKUs is enabled when importing product data
- Problem with the data itself, which cannot be processed by the system

Find an Import / Export log

Multiple sort and filter options are available to make it easier to locate the record you are searching for and provide a snapshot of the most recent uploaded and exported files.

1. By default, the most recently processed files would appear at the top of the screen.
2. You can **sort** all fields present on the screen using the **ascending** and **descending** arrows.
3. The data can be **sorted on multiple levels**. Just sort the main column and then select another one.
4. To filter the Import / Export records you can search for a specific expression in the search row. Most users use the following fields to find a record:

1. Import / Export type
2. Import / Export name
3. Import / Export status

Glossary of the Import / Export log statuses

In the process of executing an import or export request, it goes through a series of stages. Here's a quick guide to easily decode the statuses you see when checking the request.

Status	Description
Pending	The request is queued and waiting for the system to start processing it.
In Progress	The import is in progress.
Finished Successfully	The import is complete.
Success Warning	The import is complete with warnings.

Failed	The import failed.
Export In Progress	The export is in progress.
Export Failed	The export failed.
Success - File Has Been Created	The export is complete.
No Export Rows Found	There are no records which satisfy your filter conditions.
No File Found	There are no unprocessed files in the import file location.
(s)FTP Error	The system cannot access the (s)FTP server.
Unknown Error	The import or export failed due to unknown error.