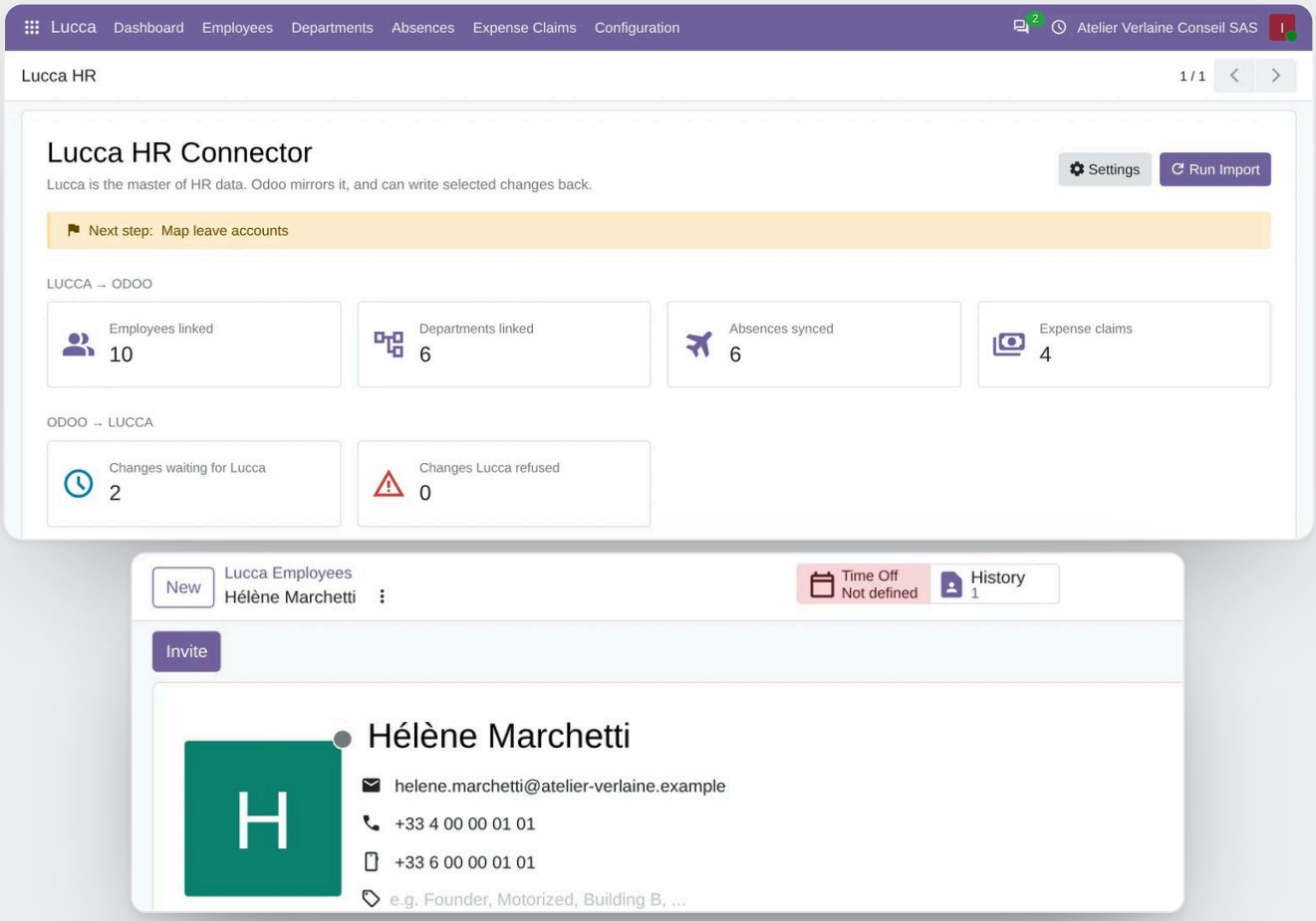
USER MANUAL · PAYROLL AND HR

Lucca connector for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.2.3.5 | Odoo 20 screenshots | Edition of 17-11-2026



Real Odoo 20 screenshot. The **Lucca** dashboard with its counters and an employee record from Lucca inside Odoo.

Contents

On the right, the page where each section starts. Menu and button names are those of Odoo in English.

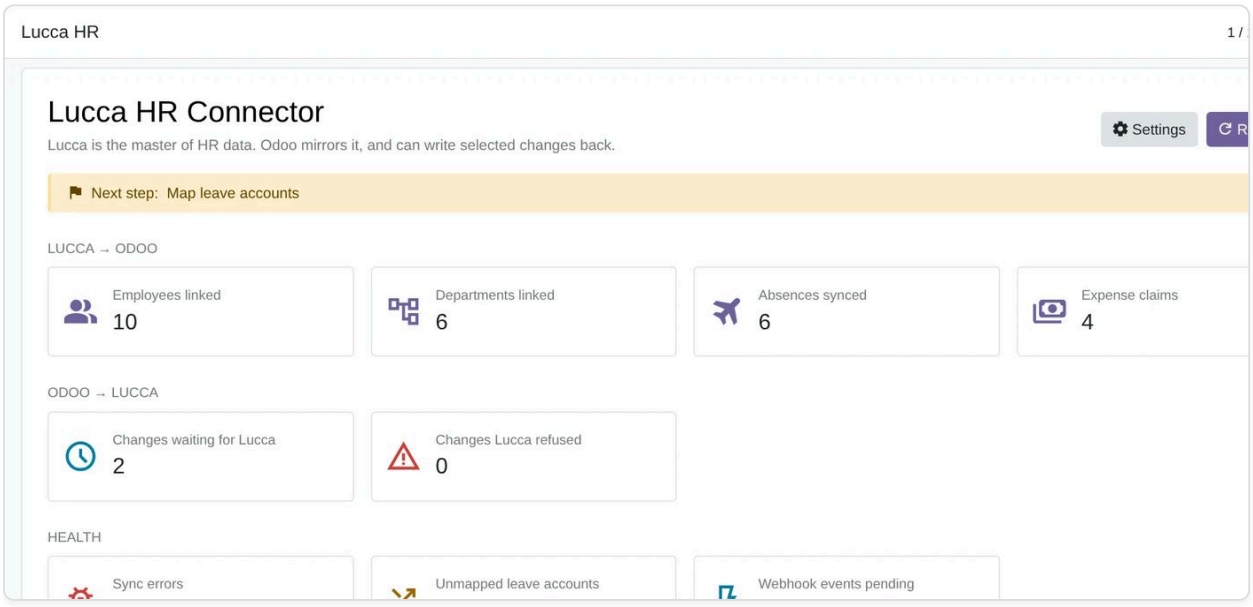
1	What it is and where to find it	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Connecting your Lucca instance	7
6	The Lucca options	9
7	Employees	11
8	Departments	13
9	Absences	14
10	Expense claims	16
11	Analytic accounts	17
12	Sync tracking	18
13	Import and dashboard	20
14	What happens automatically	21
15	If something fails	22
16	Support	23

This manual describes version 20.0.2.3.5 of the module (Odoo branch 20.0, commit 882d925bc). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Lucca. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where to find it

The connector adds an app called **Lucca** to Odoo, which keeps employees, departments, absences and expense claims from your Lucca account up to date. Lucca is the master system and Odoo replicates its data.



- **Real Odoo 20 screenshot.** The **Lucca** dashboard with counters for what arrives from Lucca and what Odoo sends.

Dashboard	Open the **Lucca Dashboard**, the home screen of the app.
Employees	Lists the **Lucca Employees**.
Departments	Lists the **Lucca Departments**.
Absences	Lists the **Lucca Absences**.
Expense Claims	Lists the **Lucca Expense Claims**.
Configuration	Brings together **Run Import**, **Leave Account Mapping**, **Push Analytic Accounts**, **Changes Sent to Lucca**, **Webhook Events** and **Sync Log**.

Outside its own app, the connector extends Odoo employees and departments, the **Absences**, Odoo expenses and analytic accounts. It also adds a **Lucca** section under **Settings**, where the account is connected.

2 Before you start

To install and connect the connector you need the following.

- A Lucca account of your own and the URL of its instance, for example **https://mycompany.ilucca.net**. Each Lucca customer has its own subdomain.
- A Lucca API key that your Lucca administrator generates for this connector. Ask them to make sure the key can also see former employees, because full loads request them too.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online will not work, because it does not allow installing third-party modules.
- An Odoo administrator, because only they can enter the key and manage the connection to Lucca.
- The Odoo modules the connector depends on: Employees, Absences, Expenses and Analytic Accounting, plus FlexigoTech Cloud.

> The connection to Lucca goes through FlexigoTech Cloud and requires its 14-day free trial or a subscription. Without one of the two, the connector does not talk to Lucca.

> The connector does not create the API key in your Lucca account: your Lucca administrator generates it inside their account and you paste it into Odoo. It does not include Lucca's rates either.

3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigo_lucca_connector**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module page lists it under «Community Apps Dependencies» and its price is already included; it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_lucca_connector` and `flexigotech_cloud` into your project branch, in your modules folder, and push.

2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.

3. **Install the app**

In **Apps**, click **Update Apps List** (with developer mode on), search for "Lucca" and click **Activate**.

On your own server

1. **Copy the folders**
   Place `flexigo_lucca_connector` and `flexigotech_cloud` in a folder that is in your Odoo `addons_path`.

2. **Restart Odoo**
   So that it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for "Lucca" and click **Activate**.

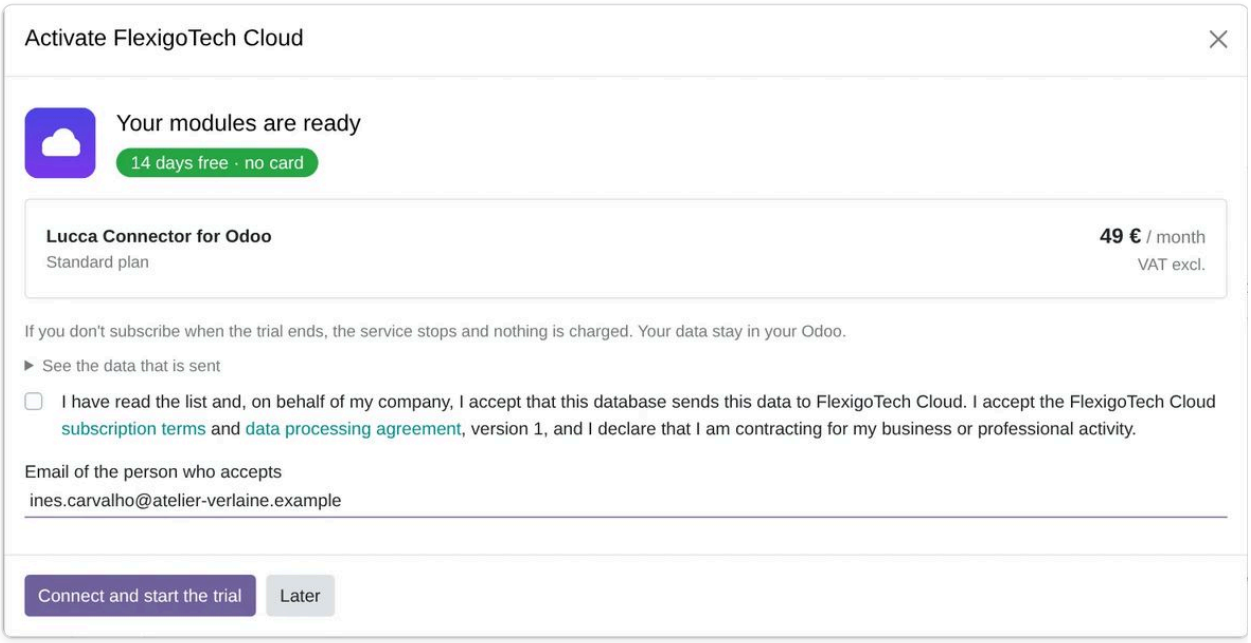
> When installing it, Odoo also installs the apps the module depends on: Employees, Absences and Expenses. If you already use them, nothing you have changes.

USER MANUAL · LUCCA

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Lucca go through FlexigoTech Cloud, FlexigoTech's service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to Lucca.

1. **Click Activate in the top bar**
   It appears as soon as you install the module. Open the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 days free, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

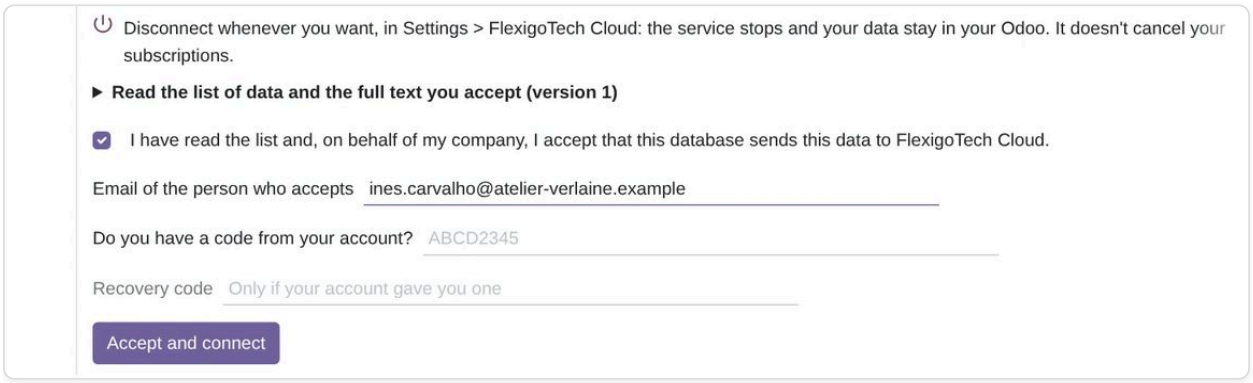
2. **Accept and enter your email**

Tick «I have read the list and, on behalf of my company…» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3. **Click Connect and start the trial**
   Odoo registers the database with FlexigoTech Cloud and starts the module's trial. If you prefer to leave it for later, **Later** closes the window.

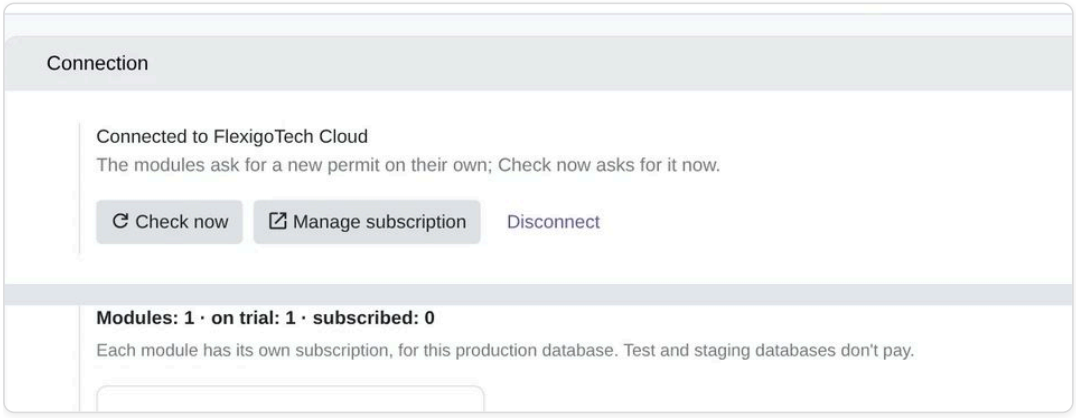
The same, from Settings

In **Settings › FlexigoTech Cloud** you will find the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the box ticked, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 business day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 business hours, up to 10 accounts and video call if needed

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests permission immediately (otherwise the module renews it automatically every 6 hours).

> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says «This database is a neutralised copy or has demo data, so trials can't be started here.»

USER MANUAL · LUCCA

5 Connecting your Lucca instance

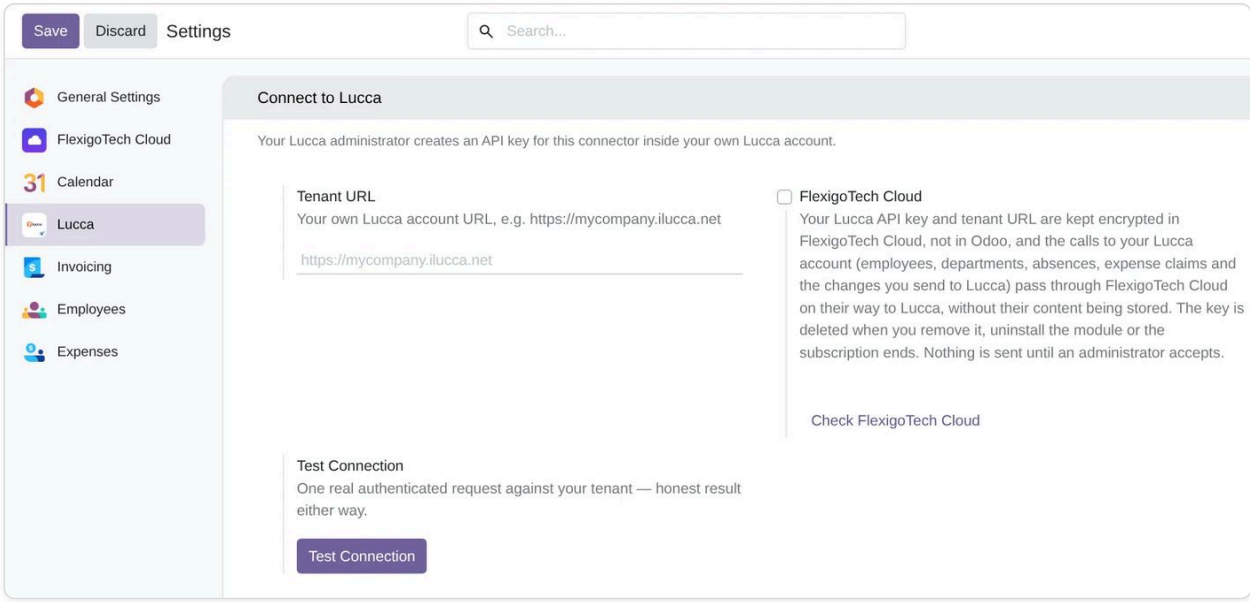
The connection is made in **Settings › Lucca**, in the **Connect to Lucca** block. Each Odoo company connects its own: the settings you see are those of the active company.

1 **Open the Lucca settings**

Go to **Settings › Lucca**. You can also get there from the Lucca dashboard with the **Settings** button.

2 **Enter the instance URL**

In **Tenant URL** enter the root URL of your Lucca account, with https:// and no path, for example **https://mycompany.ilucca.net**. If you enter anything else, Odoo warns that the URL must be complete and without a path.



- **Real Odoo 20 screenshot.** Freshly installed **Settings › Lucca** with the **Connect to Lucca** block and the **Tenant URL**.

3 **Accept the passage through FlexigoTech Cloud**

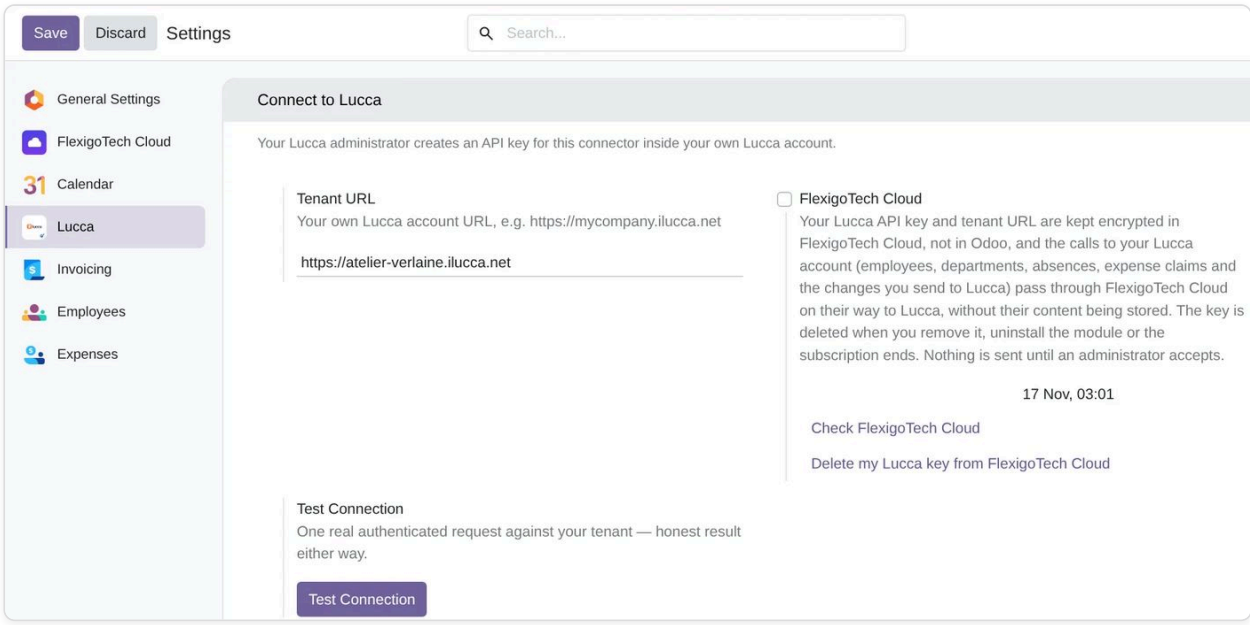
An administrator ticks **I accept that my Lucca API key and the calls to Lucca go through FlexigoTech Cloud**. Without this box, Odoo does not send the key and warns you.

4 **Paste the API key**

In **Lucca API Key for FlexigoTech Cloud** paste the key generated by your Lucca administrator. When saving, Odoo sends it to FlexigoTech Cloud, which stores it encrypted together with the instance URL. Odoo does not keep it. Without the trial or subscription, the key is not sent.

5 Save

Click **Save**. **Saved in FlexigoTech Cloud** shows when FlexigoTech Cloud saved it.



- **Real Odoo 20 screenshot.** **Settings › Lucca** with the key saved in FlexigoTech Cloud.

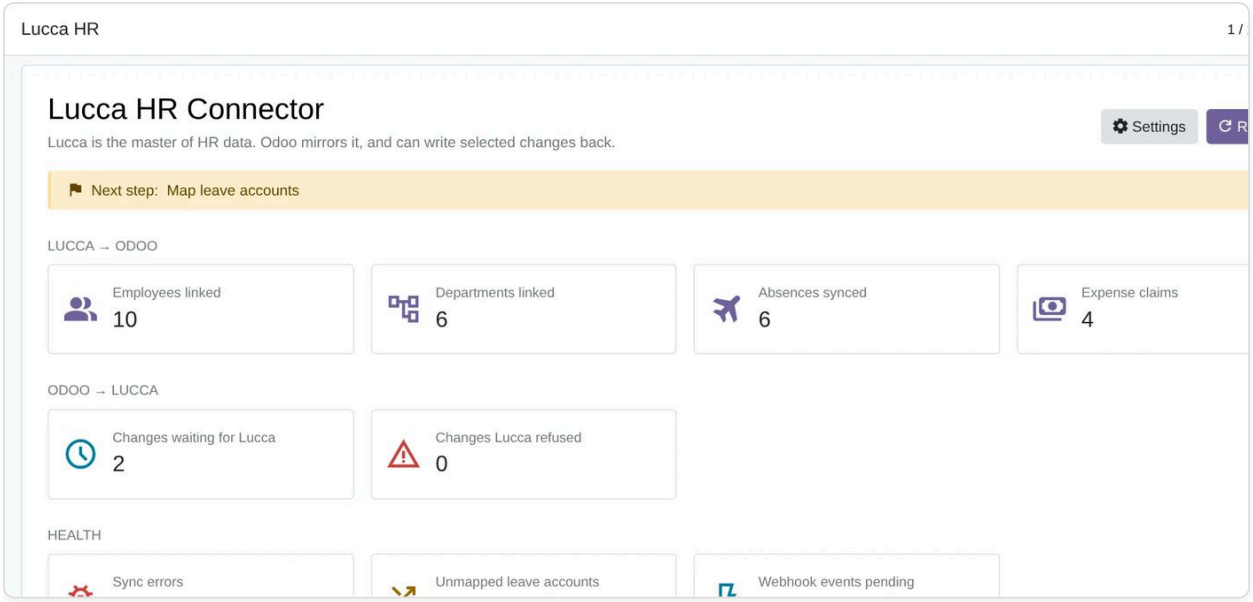
6 Test the connection

Click **Test Connection**, which makes a real call to your Lucca account and tells you the result. If it fails, check the URL and the key. **Check FlexigoTech Cloud** tells you since when the key has been stored there, without showing it.

> Only an administrator can accept the consent and enter the credentials. If you are not one, Odoo replies «Only an administrator can manage the Lucca connection.»

> If you change the URL after saving the key, you must paste the key again. FlexigoTech Cloud stores your account's host together with the key, and with a different URL the calls would go to the previous account.

Once connected, the data arrives on its own, according to what you have switched on in **What to sync**. Scheduled jobs bring employees every 30 minutes, departments every hour, absences every 15 minutes (and a full read every day) and expense claims every hour. Changes to Lucca go out as soon as you save and webhook events are processed as soon as they arrive; their jobs, every 5 and every 15 minutes, pick up whatever is left. With **Run Import** you start the load by hand.

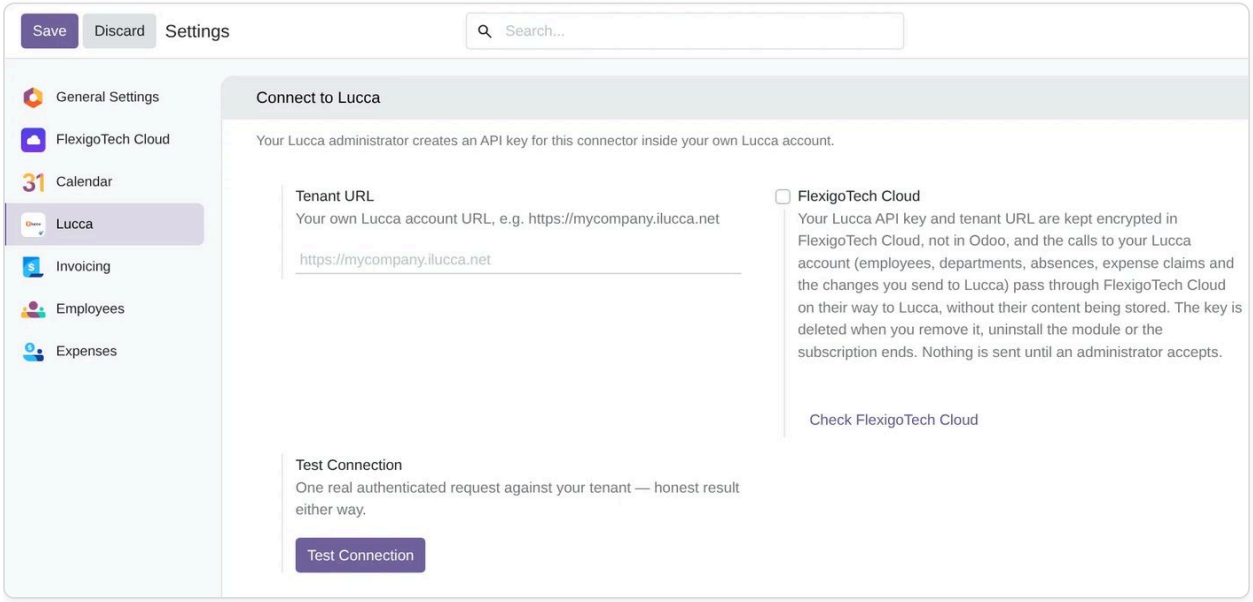


- **Real Odoo 20 screenshot.** The **Lucca** dashboard with the linked employees, departments and expense claims.

USER MANUAL · LUCCA

6 The Lucca options

The options are in **Settings › Lucca**, they are per company and come set as follows when installing.



- **Real Odoo 20 screenshot.** The settings with the **Lucca** group and the **Connect to Lucca** block.

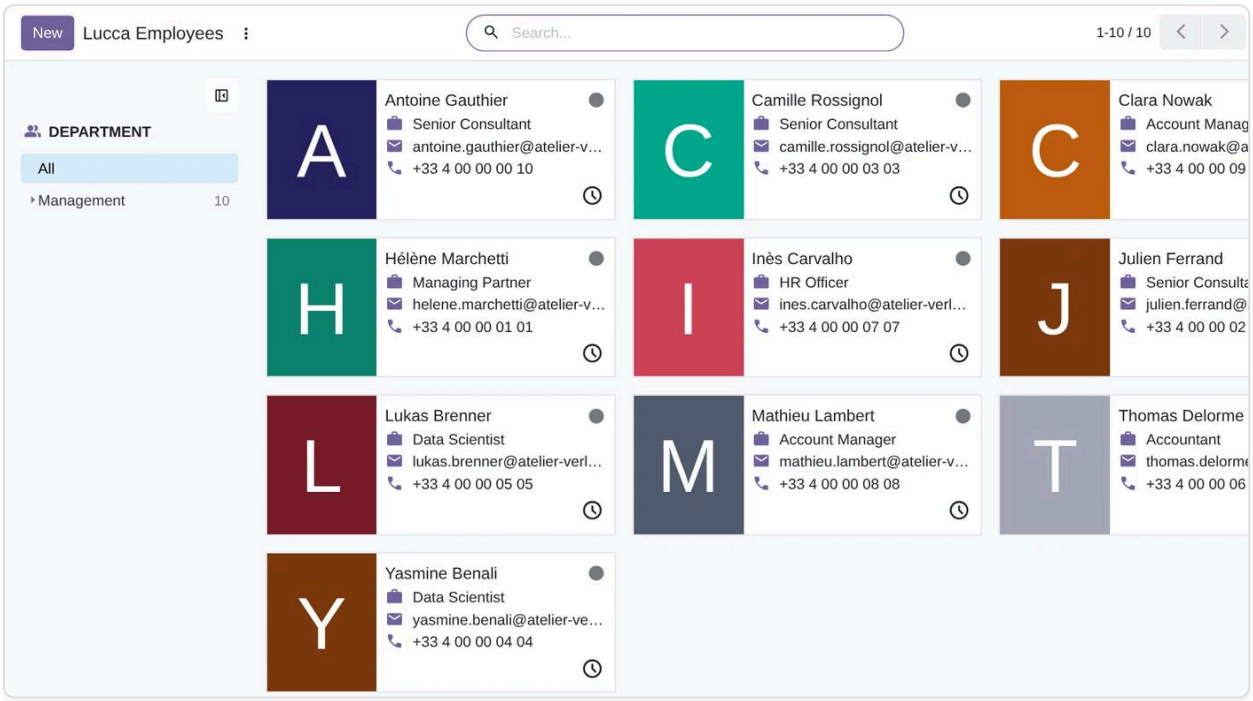
OPTION	ON INSTALL	WHAT IT DOES
Employees	On	Brings Lucca employees into Odoo.
Departments	On	Brings Lucca departments into Odoo.
Absences	Off	Brings Lucca absences in, according to the leave account mapping.

OPTION	ON INSTALL	WHAT IT DOES
Absence Window (days back)	90	Absences are brought in from this many days back up to one year in the future.
Import Pending Absences	On	Also imports leave requests that are awaiting approval in Lucca, as pending approval. Approved ones are imported as approved, and cancelled ones are removed.
Expense Claims	Off	Brings in expense claims from Lucca.
Expense window (days back)	365	Only expense claims declared within these days are imported.
Employee changes	Off	When on, the work email and phone, mobile, job title, department or manager of a linked employee are written to Lucca when you save the record in Odoo. Everything else continues to be sent by Lucca.
Analytic accounts → Lucca axis	Off	Creates, renames and archives sections in a Lucca axis based on the analytic accounts of the chosen plan.
Odoo plan	Empty	The Odoo analytic plan whose accounts are copied. Only visible when the option above is on.
Lucca Axis ID	0	The number of the Lucca axis that receives the sections. Also only visible when that option is on.

If you extend the absence days or turn on the import of pending requests, Odoo re-reads the absences from the beginning on the next synchronisation. A change that does not extend the period does not trigger that re-read.

7 Employees

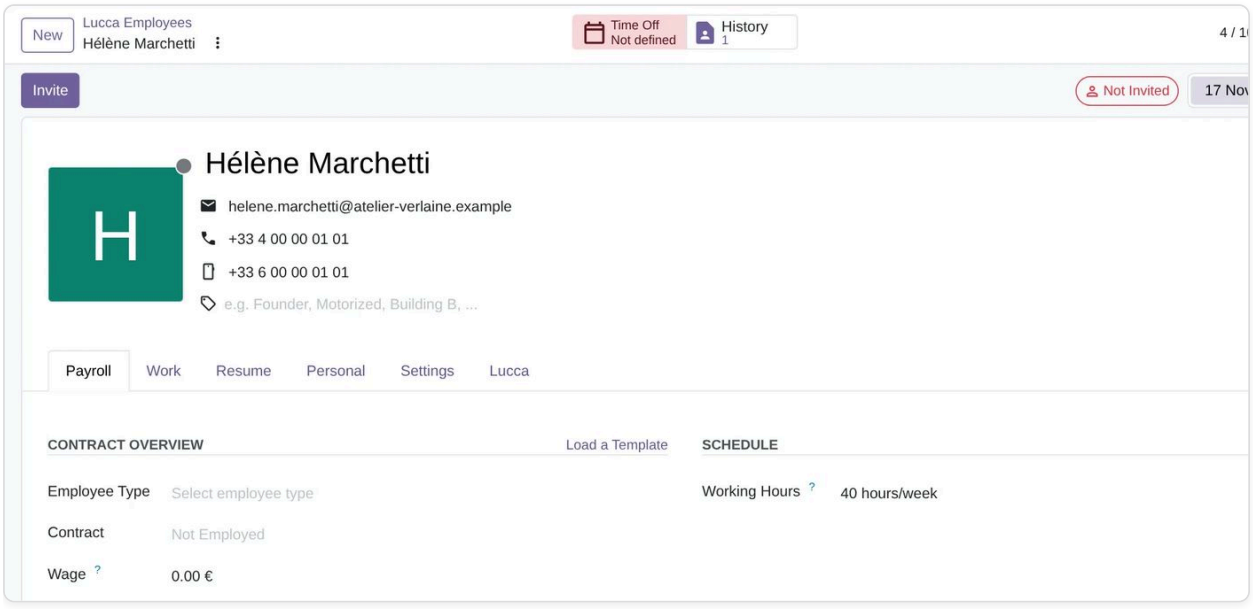
Employees come from Lucca with their work data, and their Odoo record shows what comes from Lucca.



- **Real Odoo 20 screenshot.** The **Lucca Employees** list with the ten imported employees.

Employees are read from Lucca by the scheduled task **Lucca: sync employees**, which runs every 30 minutes and is active by default. They can also be imported with **Run Import**, from **Lucca › Configuration › Run Import**. Employees are in **Lucca › Employees**, in the **Lucca Employees** list, with the **Linked to Lucca** filter.

With **Employee changes** on in the settings, changes also go the other way: the work email and phone, mobile, job title, department and manager that you edit in Odoo are sent to Lucca as soon as you save, by the task **Lucca: send changes to Lucca**.



- **Real Odoo 20 screenshot.** The record of Hélène Marchetti with the **Lucca** tab.

Lucca	Tab on the employee record with the data that comes from Lucca.
Lucca ID	Number by which Odoo identifies the person in Lucca.
Lucca Employee Number	Read only.
Lucca Legal Entity	Read only.
Lucca: Contract Start and **Lucca: Contract End**	Read-only dates.
Lucca: Last Synced	Read only.
Changes Sent to Lucca	Button on the record that opens this employee's changes sent to Lucca, or still pending to be sent. Only the **Manager** group of the connector can see it.

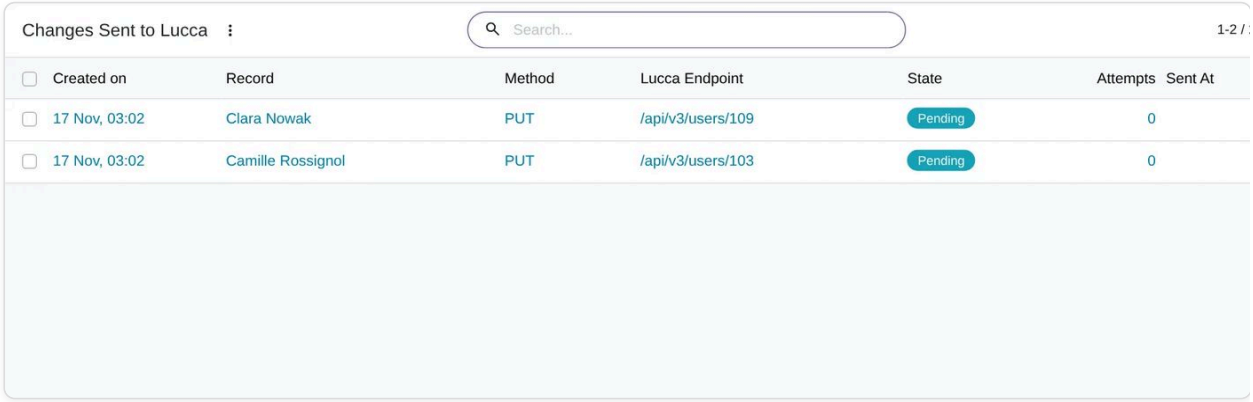
Statuses

When the contract end date in Lucca has passed, the employee is archived at the next synchronisation. If that date is cleared in Lucca, the employee is unarchived.

1. **Change a work detail**
   Edit the employee in Odoo, for example their job title or department.

2. **Save**
   With **Employee changes** on, the change joins the queue and is sent to Lucca straight away.

3. **Check the send**
   Click **Changes Sent to Lucca** on the record to see its status. If it could not be sent, the sending task tries again every 5 minutes.

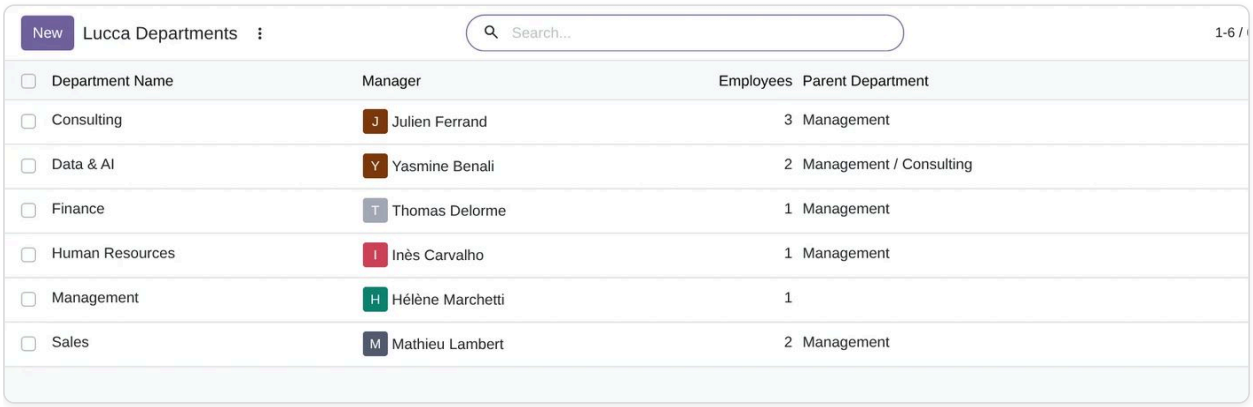


- **Real Odoo 20 screenshot.** The **Changes Sent to Lucca** list with two changes in Pending status.

> Employees are created in Lucca: creating one in Odoo writes nothing to Lucca. Archiving an employee in Odoo is not a departure in Lucca either, where departures are recorded with the contract end date.

8 Departments

Lucca departments reach Odoo with their hierarchy, their manager and their employees.



Real Odoo 20 screenshot. **Lucca Departments** list with name, manager, employees and parent department.

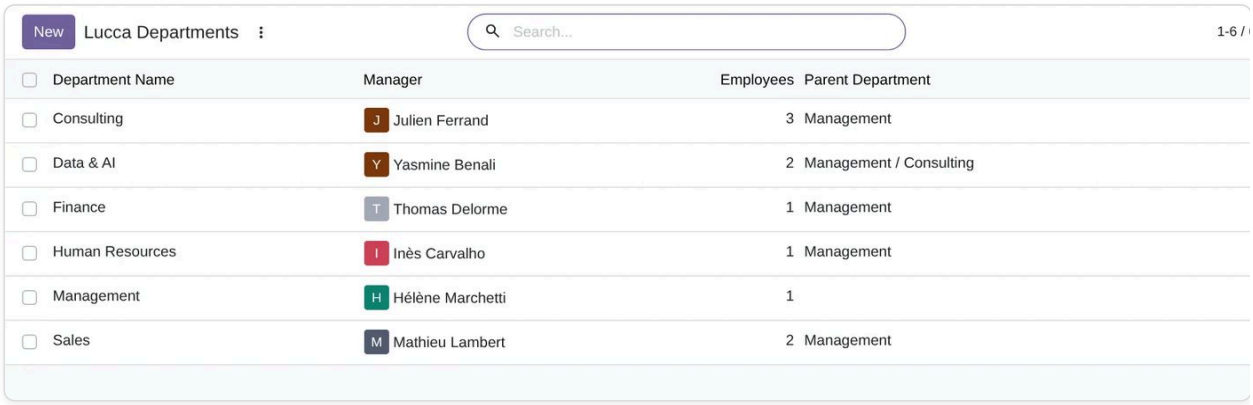
Where the data comes from

Departments are fetched from Lucca by the scheduled task **Lucca: sync departments**, which runs every hour and is active. You see them in **Lucca › Departments**, which opens the **Lucca Departments** list. If you want to fetch them without waiting for the task, run the import from **Lucca › Configuration › Run Import**.

Name	The name of the department.
Manager	The employee in the same company whose Lucca user is the department head.
Employees	The employees who belong to the department.
Parent department	The department it reports to, according to the Lucca hierarchy.
Lucca ID	The identifier of the department in Lucca.
Lucca Head (User ID)	The identifier of the Lucca user who leads the department.

How the parent department and the manager are filled in

1. **Import the employees**
   The manager is only assigned if their employee is already in Odoo.
2. **Wait for the hourly task or run the import**
   Lucca sends the hierarchy and Odoo places each department under its parent.
3. **Open Lucca › Departments**
   Check the parent and the manager of each department.



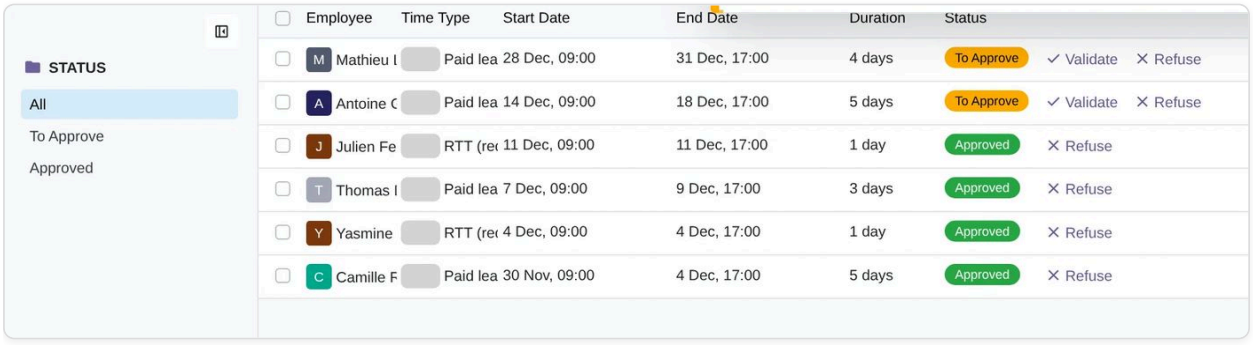
- **Real Odoo 20 screenshot.** Each row shows manager, employees and parent department.

> If the head indicated by Lucca is not imported into Odoo, the manager does not change. A department that Lucca moves to the top level loses the parent that came from Lucca. A parent chosen in Odoo among departments that are not from Lucca is kept. Assigning the manager from Lucca does not move the employees under the new manager.

USER MANUAL · LUCCA

9 Absences

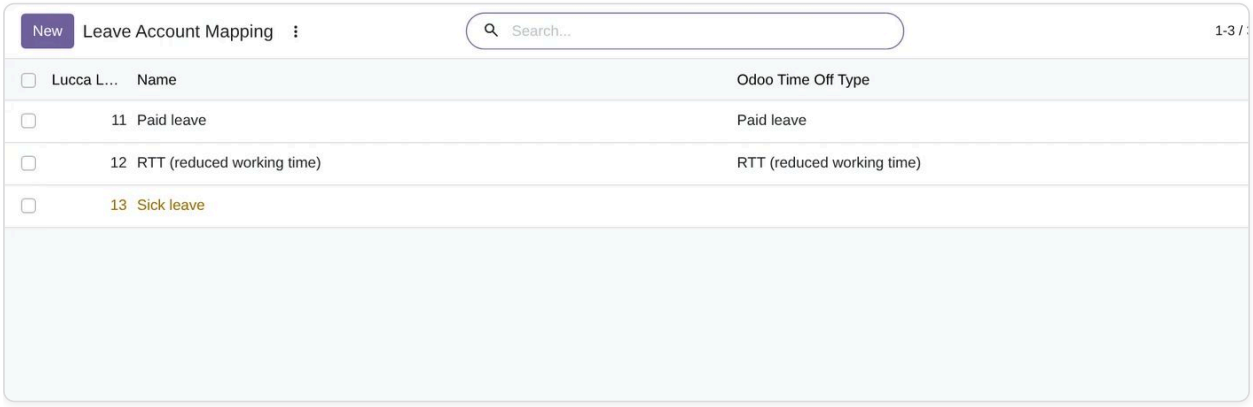
The connector brings Lucca absences into Odoo as time off requests, according to the mapping of each Lucca leave account to an Odoo time off type.



- **Real Odoo 20 screenshot.** The **Lucca Absences** list with the imported requests and their statuses.

With **Absences** on in the settings, absences come from Lucca through the task **Lucca: sync absences**, every 15 minutes, and **Lucca: re-read all absences (nightly)** goes through everything once a day. You can also fetch them immediately with **Run Import**. You find them in **Lucca › Absences**, in the **Lucca Absences** list.

Leave account mapping



- **Real Odoo 20 screenshot.** The **Leave Account Mapping** list with the Lucca accounts and their Odoo time off type.

Lucca Leave Account ID	The identifier of the account in Lucca.
Name	The name of the account in Lucca.
Odoo Time Off Type	The type with which absences of that account are imported. If you leave it empty, they are skipped.

The mapping is in **Lucca › Configuration › Leave Account Mapping**. Each account appears in the list the first time the synchronisation sees it in an absence. The **Unmapped** filter shows those that do not yet have a time off type.

What you will see on each absence

On the absence form there is a **Lucca** group with **Lucca Leave Period ID**, **Lucca Leave Account** and **Lucca: Last Synced**, which is read only.

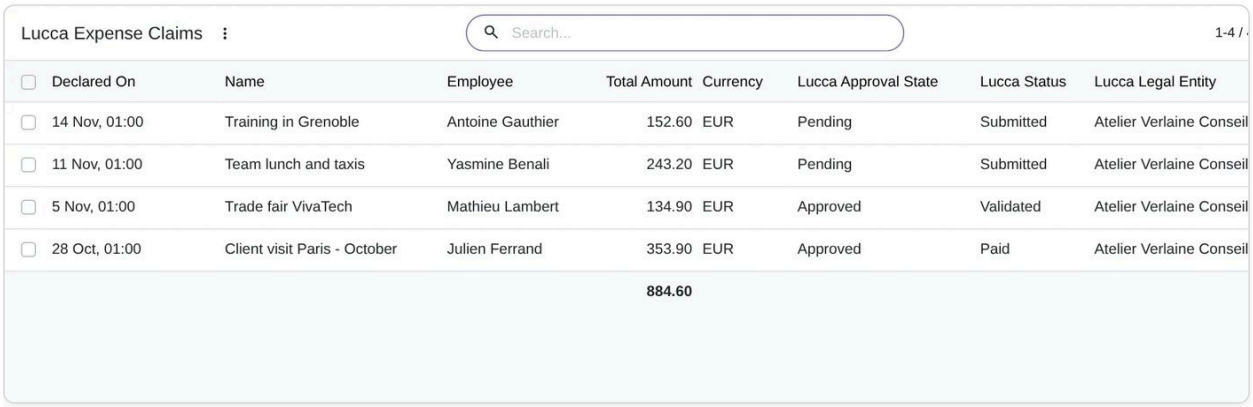
How they are imported

- An absence confirmed in Lucca is approved in Odoo.
- An absence cancelled in Lucca is cancelled in Odoo.
- An unconfirmed absence is only imported, as pending approval, if the company has the import of pending requests turned on.
- When Odoo rejects an absence, the synchronisation log stores the reason Odoo gives, for example a time off type that needs an allocation.

> An absence is not imported if its account has no Odoo time off type, if its holder is not linked to an employee of this company, or if it causes an error. This is noted in the log, and you choose the type yourself in the mapping.

10 Expense claims

Lucca expense claims reach Odoo with their lines, and from each one you create Odoo expenses.



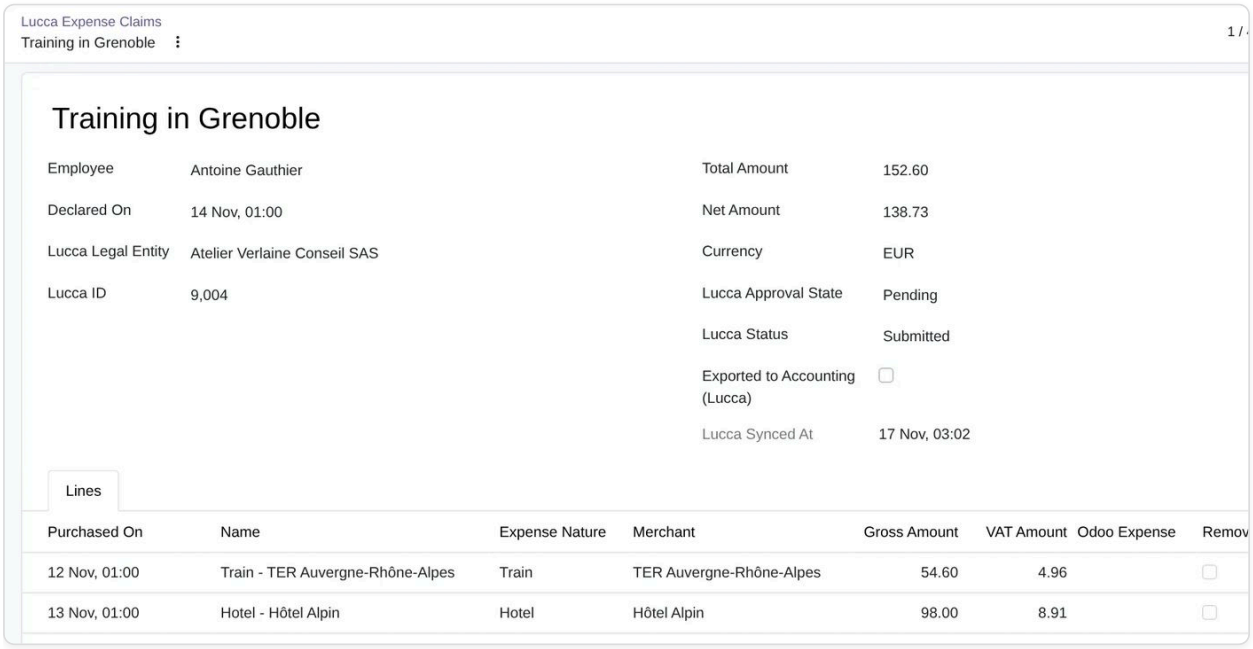
Lucca Expense Claims — Search... — 1-4 /

Declared On	Name	Employee	Total Amount	Currency	Lucca Approval State	Lucca Status	Lucca Legal Entity
14 Nov, 01:00	Training in Grenoble	Antoine Gauthier	152.60	EUR	Pending	Submitted	Atelier Verlaine Conseil
11 Nov, 01:00	Team lunch and taxis	Yasmine Benali	243.20	EUR	Pending	Submitted	Atelier Verlaine Conseil
5 Nov, 01:00	Trade fair VivaTech	Mathieu Lambert	134.90	EUR	Approved	Validated	Atelier Verlaine Conseil
28 Oct, 01:00	Client visit Paris - October	Julien Ferrand	353.90	EUR	Approved	Paid	Atelier Verlaine Conseil
			884.60				

- **Real Odoo 20 screenshot.** The **Lucca Expense Claims** list with its approval status and its status in Lucca.

You enter through **Lucca › Expense Claims**. With **Expense Claims** on in the settings, they come from Lucca through the scheduled task **Lucca: sync expense claims**, which runs every hour. Data only flows from Lucca to Odoo: what is read from Lucca is not sent back to Lucca.

The record of a claim



Lucca Expense Claims / Training in Grenoble — 1 /

Training in Grenoble

Employee	Antoine Gauthier	Total Amount	152.60
Declared On	14 Nov, 01:00	Net Amount	138.73
Lucca Legal Entity	Atelier Verlaine Conseil SAS	Currency	EUR
Lucca ID	9,004	Lucca Approval State	Pending
		Lucca Status	Submitted
		Exported to Accounting (Lucca)	☐
		Lucca Synced At	17 Nov, 03:02

Lines

Purchased On	Name	Expense Nature	Merchant	Gross Amount	VAT Amount	Odoo Expense	Remov
12 Nov, 01:00	Train - TER Auvergne-Rhône-Alpes	Train	TER Auvergne-Rhône-Alpes	54.60	4.96		☐
13 Nov, 01:00	Hotel - Hôtel Alpin	Hotel	Hôtel Alpin	98.00	8.91		☐

- **Real Odoo 20 screenshot.** The claim "Training in Grenoble" with its **Lines** tab.

Create Odoo Expenses	Creates a draft expense for each line that does not yet have one and shows you the expenses of the claim. Only the Lucca managers group can see it.
Lines	The lines of the claim: purchase date, name, expense nature, merchant, gross amount, VAT amount and Odoo expense.
Expense Count	How many Odoo expenses come from the claim.

Lucca Synced At	When the note was last read. It cannot be edited.

In the list you can filter by **Approved** and **Paid**, and group by **Employee** or **State**.

States

Each note shows two pieces of data that come from Lucca: **Lucca Approval State** and **Lucca Status**. Odoo does not change them.

Turning a note into Odoo expenses

1. **Open the note**
   Go to **Lucca › Expense Claims** and click the note.

2. **Click** Create Odoo Expenses
   A draft expense is created for each line without one, and the note's expense list opens.

> Expenses are not created automatically: you always create them yourself using the button. If the note has no linked Odoo employee, the button gives an error: sync employees first.

USER MANUAL · LUCCA

11 Analytic accounts

Odoo analytic accounts are sent to Lucca as sections of an axis, so they can be used as analytic axes on expense claims.

The sending goes from Odoo to Lucca and requires **Analytic accounts → Lucca axis** to be enabled in the settings, with an **Odoo plan** and a **Lucca Axis ID**. When you create, rename, archive or delete an account in that plan, the change enters the queue in **Changes Sent to Lucca** and goes out to Lucca straight away. For accounts that already existed, use the initial load.

Initial load

The menu **Lucca › Configuration › Push Analytic Accounts** opens the wizard **Push Analytic Accounts to Lucca**.

Load Axes from Lucca	Asks your Lucca tenant for the list of analytic axes. Only visible when choosing the axis.
Lucca Axis ID	The axis that will receive the sections. It is filled in from **Settings** > **Lucca**.
Analytic Accounts	The accounts to be sent. They are filled in with those of the analytic plan chosen in the settings.
Push to Lucca	Queues one change per account. Only visible in the preview.
Open Changes Sent to Lucca	Opens the list of queued changes. Only visible at the end.
Close	Closes the wizard.

The wizard steps

The wizard has three steps: you load the Lucca axes and choose one, you review the accounts to be sent and, at the end, you see the summary of the result.

1. **Open the menu**
   Go to **Lucca › Configuration › Push Analytic Accounts**.

2. **Click Load Axes from Lucca**
   Your tenant's axes are read.

3. **Choose the axis and review the accounts**
   You move on to the preview.

4. **Click Push to Lucca**
   The changes enter the queue and go out to Lucca straight away.

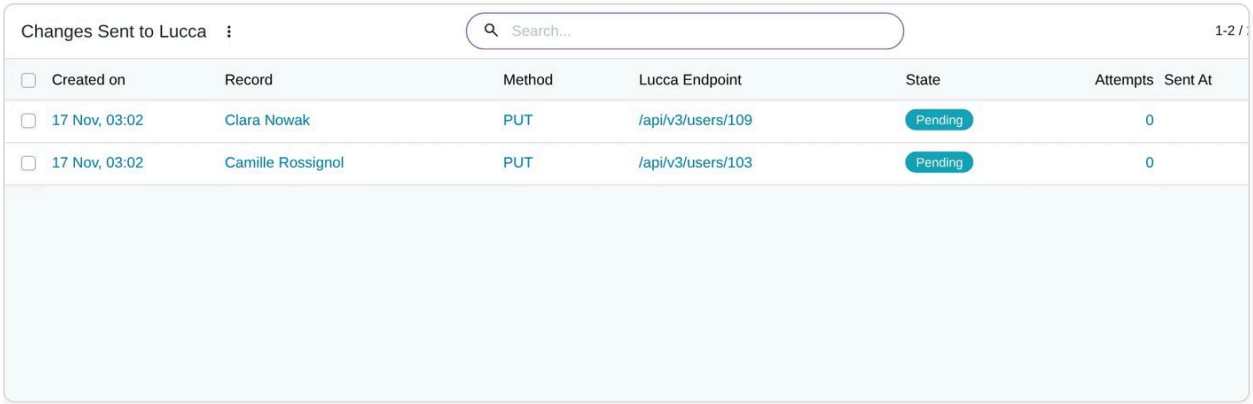
> Nothing is sent if the tenant URL or the API key is missing, if there is no axis, if you do not specify the axis or if you do not choose any account. Deleting an account in Odoo does not delete the section in Lucca: it deactivates it.

> How it was tested: sending analytic accounts has only been tested with simulated responses from the Lucca API. In the test environment Lucca gave us, the key did not have permission to create sections and Lucca answered with a 401 error, so we have not yet seen a section arrive in a Lucca account. Your API key needs that permission.

USER MANUAL · LUCCA

12 Sync tracking

Three lists under **Lucca › Configuration** tell you what Odoo has sent to Lucca, what notices have arrived from Lucca and what each sync has done.



- **Real Odoo 20 screenshot.** The **Changes Sent to Lucca** list with two **Pending** changes.

The changes Odoo sends to Lucca appear in **Lucca › Configuration › Changes Sent to Lucca**. They go out as soon as they are saved, and the scheduled task **Lucca: send changes to Lucca** checks the queue every 5 minutes.

The notices that arrive from Lucca are in **Lucca › Configuration › Webhook Events**. Each notice wakes the scheduled task **Lucca: process webhook events**, which processes it straight away and also checks the list every 15 minutes.

Every call to Lucca and every sync run is recorded in **Lucca › Configuration › Sync Log**. The connector writes the records; you consult them.

Log buttons

Retry (sent change)	Only appears if the change is **Failed**. It puts it back in the queue.
Open Odoo Record	Opens the Odoo record the change refers to.
Retry (webhook event)	Only appears if the event is in **Error**. It puts it back in the queue to be processed.

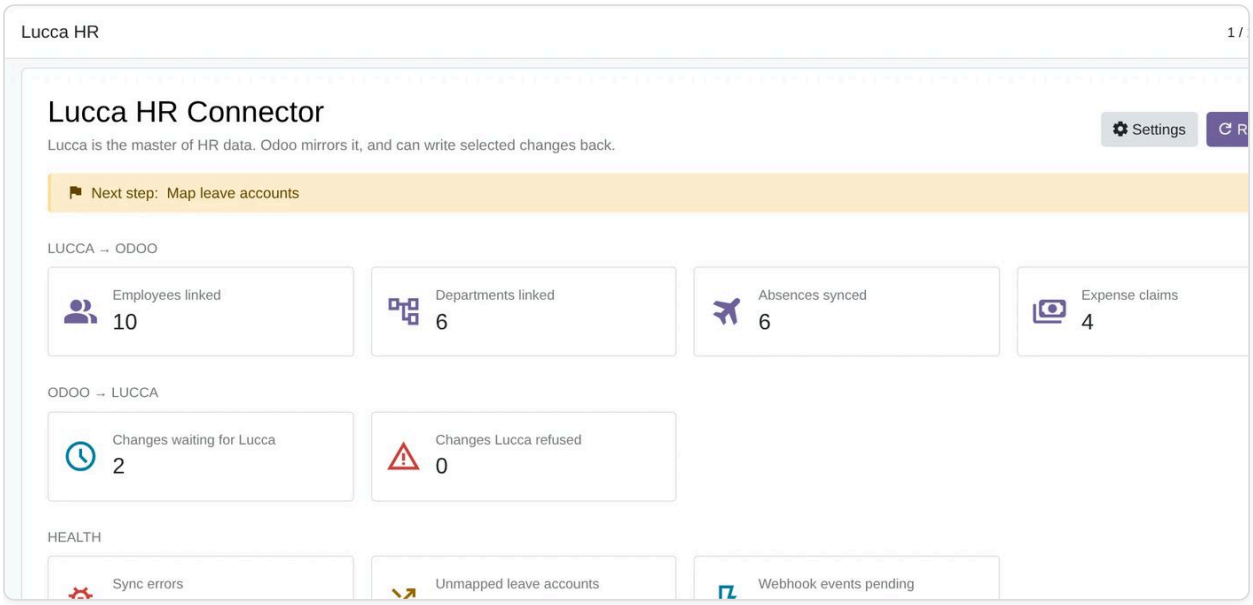
States

Sent change	**Pending**, **Sent** or **Failed**.
Webhook event	**Received**, **Processed**, **Duplicate**, **Ignored** or **Error**.
Sync log	**Done** or **Error**.

> These lists are not for creating or correcting data. You cannot manually change the content of a change or an event. Lucca notices already resolved and changes already sent are deleted after 90 days. Those in error or in the queue are kept until someone reviews them.

13 Import and dashboard

From **Lucca › Dashboard** you start the import by hand and see how much Lucca data is linked and what the next step is.



- **Real Odoo 20 screenshot.** The dashboard with the linked data and the next step, **Map leave accounts**.

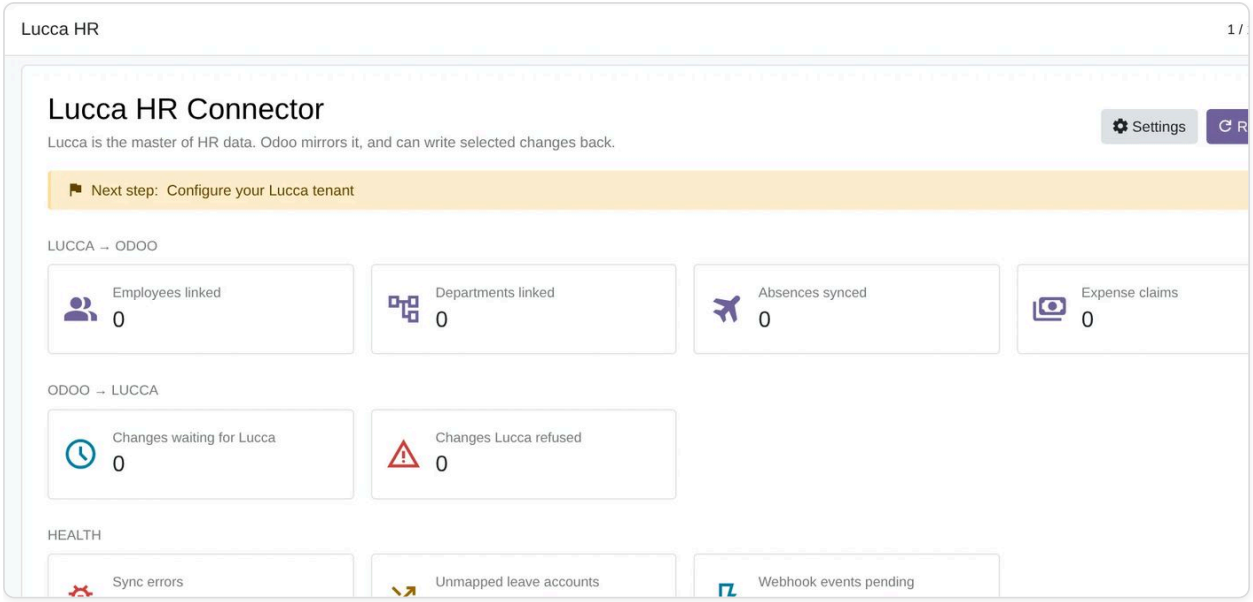
Data reaches Odoo in two ways. The scheduled tasks bring it automatically: **Lucca: sync employees** every 30 minutes, **Lucca: sync departments** every hour, **Lucca: sync absences** every 15 minutes and **Lucca: sync expense claims** every hour. The other way is the **Run Import** button, which starts the import right away.

The dashboard buttons

Settings	Opens the connector settings. Only visible to the Lucca managers group.
Run Import	Opens the **Lucca Import** window. It is also in **Lucca › Configuration › Run Import**. Only visible to the Lucca managers group.

The next step

The dashboard tells you what to do now. There are four states: **Configure your Lucca tenant**, **Run your first employee sync**, **Map leave accounts** and **Ready**.



- **Real Odoo 20 screenshot.** The freshly installed dashboard, with the step **Configure your Lucca tenant** and everything at zero.

Running an import

1. **Click Run Import**
   The **Lucca Import** window opens.

2. **Tick what you want to bring in**
   The checkboxes are **Departments**, **Employees**, **Absences** and **Expense Claims**. They are ticked according to what you have enabled in the settings.

3. **Click Run Sync**
   When it finishes, the result appears in the **Result** group. Click **Close** to leave.

> If you have not configured the instance URL and the API key, you get «Configure the Lucca tenant URL and API key first (Settings > Lucca).». If you do not tick any box, you get «Pick at least one thing to sync.».

USER MANUAL · LUCCA

14 What happens automatically

The connector brings in and sends data with Odoo scheduled tasks, which are all enabled when it is installed.

TASK	FREQUENCY	WHAT IT DOES
Lucca: sync employees	Every 30 minutes	Brings new employees and changes from Lucca.
Lucca: sync departments	Every hour	Brings the departments from Lucca.
Lucca: sync absences	Every 15 minutes	Brings absence changes.

TASK	FREQUENCY	WHAT IT DOES
Lucca: re-read all absences (nightly)	Every day	Re-reads all absences, not just the changes.
Lucca: sync expense claims	Every hour	Brings the expense claims and their lines.
Lucca: process webhook events	Every 15 minutes	Processes the notices Lucca has sent to your Odoo. Each notice wakes it up on arrival.
Lucca: send changes to Lucca	Every 5 minutes	Sends to Lucca the changes made in Odoo. Each change wakes it up when saved.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated.

USER MANUAL · LUCCA

15 If something fails

When something does not arrive, the **Sync Log** usually says why.

Lucca is not responding and there is no new data	Open **Sync Log**. Every call to Lucca is recorded there with its status and its error count. If a synchronisation fails, Odoo leaves an activity for the administrator, at most one per day for each failing synchronisation and per company.
A record is not created	Check the **Sync Log**. Each leave that is rejected or fails is recorded with the reason given by Odoo itself, for example a leave type that needs an allocation.
A leave is not imported	It is skipped if it is pending and the import of pending leaves is switched off, if its holder is not linked to an employee of the company, or if its leave account has no Odoo leave type. Check **Leave Account Mapping**.
An expense report gives an error	If the report has no linked Odoo employee, the message asks you to synchronise the employees first.
A change sent to Lucca does not go out	If Lucca does not respond or returns an error on its side, it is retried up to 5 times. If Lucca rejects it, for example because the key lacks a permission, it is set to **Failed** with the reason. See **Changes Sent to Lucca** and its **Attempts** column.
A Lucca event was not processed	You can queue it again with the retry button. Events with errors are kept until someone reviews them.

Without the free trial or a FlexigoTech Cloud subscription, the connector does not talk to Lucca. If the key is not stored in FlexigoTech Cloud or there is no service, the scheduled tasks stop and do not call Lucca. Only the stop code is sent to FlexigoTech Cloud.

16 Support

Write to us to install it, configure it or with any question. With the Standard plan we reply within 1 working day; with the Pro plan, within 4 working hours, and if needed we can go through it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/lucca-connector-odoo.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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