

Troubleshooting: duplicated serials

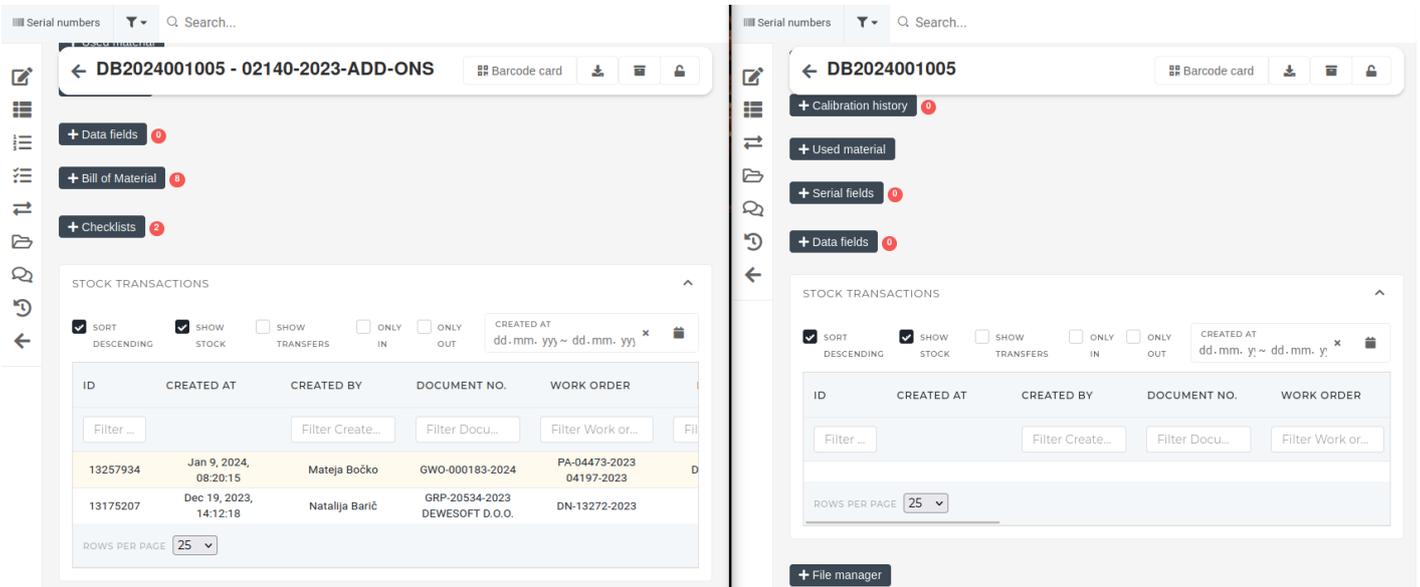
Occasionally, two serials with the same serial number are created in the ERP.

Serial numbers	SEARCH	DB2024001005	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
<input type="checkbox"/>	SERIAL NUMBER	FIXED ASSET	PRODUCT	DEMO EQUIPMENT	DEMO MALFUNCTION EQUIPMENT	RENTABLE EQUIPMENT	TOTAL CARE	WARRANTY	TO BE DEFINED	CREATED AT	ACTIONS									
<input type="checkbox"/>	DB2024001005		PSC.0000001.000 02140-2023- ADD-ONS	NO	NO	NO	NO	YES	NO	Dec 18, 2023										
<input type="checkbox"/>	DB2024001005			NO	NO	NO	NO	NO	NO	Jul 15, 2024										

When this happens, the two serials must be compared. If one serial has some fields filled that the other does not, those fields have to be synced between the two serials.

The image shows two side-by-side screenshots of the ERP serial details page. The left screenshot shows the serial 'DB2024001005 - 02140-2023-ADD-ONS' with various fields filled, including 'PRODUCT', 'PARTNER', and 'TOTAL CARE'. The right screenshot shows the serial 'DB2024001005' with some fields empty, such as 'PRODUCT' and 'TOTAL CARE', indicating missing information.

Once all the information, present on the serials, is added on both serials, the "stock transactions" section has to be checked on both serials.



After all information has been synced, files in file manager should also be synced between the two serials, as files such as calibration reports, can pertain to either of the serials.

If, on inspection, one of the serials has stock transactions while the other does not, then the one without stock transactions can be deleted.

SERIAL NUMBER	FIXED ASSET	PRODUCT	DEMO EQUIPMENT	DEMO MALFUNCTIONING EQUIPMENT	RENTABLE EQUIPMENT	TOTAL CARE	WARRANTY	TO BE DEFINED	CREATED AT	ACTIONS
DB2024001005		PSC.000000... 02140-2023- ADD-ONS	NO	NO	NO	NO	YES	NO	Dec 18, 2023	[edit] [delete]
DB2024001005			NO	NO	NO	NO	YES	NO	Jul 15, 2024	[edit] [delete]

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Revision #2
 Created 15 July 2024 08:55:17 by Admin
 Updated 17 December 2024 13:40:42 by Admin