

# Troubleshooting: duplicated serials

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

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

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.

Serial numbers

DB2024001005 - 02140-2023-ADD-ONS

Basic information

SERIAL NUMBER

DB2024001005

SERIAL NUMBER ALIAS

Enter unique serial number alias

FIXED ASSET

Enter fixed asset

INVENTORY NUMBER

Enter unique inventory number

PRODUCT

PSC.0000001.000, 02140-2023-ADD-ONS

PARTNER

DEWESOFT D.O.O.

PARENT SERIAL

Parent serial

LICENSE

Select license key

WAREHOUSE LOCATION

Select warehouse location

DEMO EQUIPMENT

NO

DEMO MALFUNCTION EQUIPMENT

NO

RENTABLE EQUIPMENT

NO

TOTAL CARE

NO

TO BE DEFINED

NO

SALES DATE

09. 0

LAST CALIBRATIC

dd. mm. !

NEXT CALIBRATIC

dd. mm. !

WARR / DUE

09. 0

CALIBRATION INTERVAL (MONTHS)

0,00

CALIBRATION REQUIRED FOR VALID WARRANTY

NO

CALIBRATION TRAY PREPARED BY

Calibration tray prepared by

Serial numbers

DB2024001005

Basic information

SERIAL NUMBER

DB2024001005

SERIAL NUMBER ALIAS

Enter unique serial number alias

FIXED ASSET

Enter fixed asset

INVENTORY NUMBER

Enter unique inventory number

PRODUCT

Select product

PARTNER

PARENT SERIAL

DA19014238

LICENSE

Select license key

WAREHOUSE LOCATION

Select warehouse location

DEMO EQUIPMENT

NO

DEMO MALFUNCTION EQUIPMENT

NO

RENTABLE EQUIPMENT

NO

TOTAL CARE

YES

TO BE DEFINED

NO

SALES DATE

dd. mm.

LAST CALIBRAT

dd. mm.

NEXT CALIBRAT

dd. mm.

WARRANT DUE

dd. mm.

CALIBRATION INTERVAL (MONTHS)

0,00

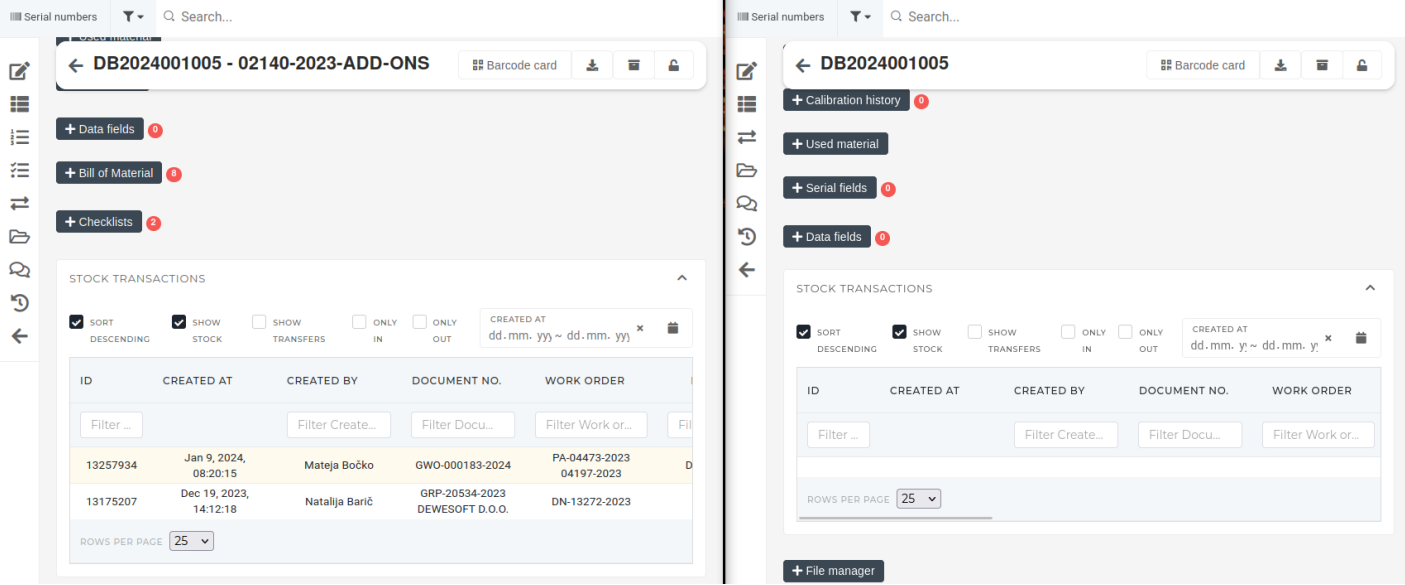
CALIBRATION REQUIRED FOR VALID WARRANTY

YES

CALIBRATION TRAY PREPARED BY

Calibration tray prepared by

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 numbers										
DB2024001005										
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	
DB2024001005			NO	NO	NO	NO	YES	NO	Jul 15, 2024	
SERIAL NUMBER	FIXED ASSET	PRODUCT	DEMO EQUIPMENT	DEMO MALFUNCTIONING EQUIPMENT	RENTABLE EQUIPMENT	TOTAL CARE	WARRANTY	TO BE DEFINED	CREATED AT	ACTIONS
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