

# Troubleshooting: duplicated serials

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

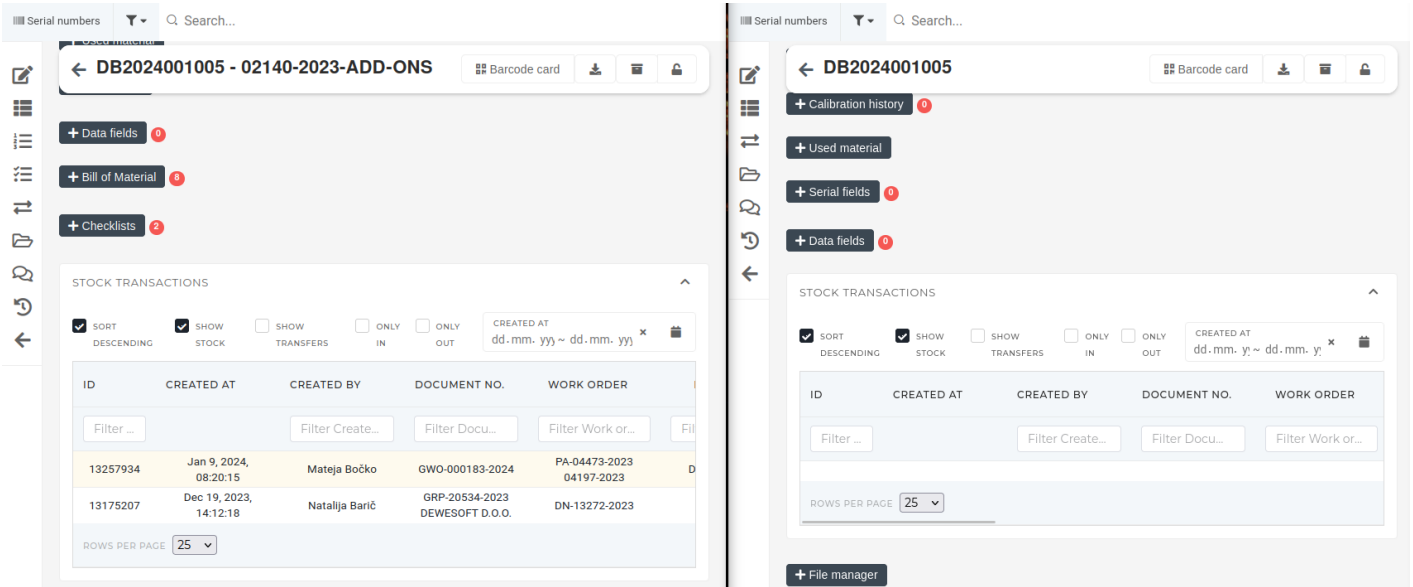
SERIAL NUMBER	FIXED ASSET	PRODUCT	DEMO EQUIPMENT	DEMO MALFUNCTION EQUIPMENT	RENTABLE EQUIPMENT	TOTAL CARE	WARRANTY	TO BE DEFINED	CREATED AT	ACTIONS
DB2024001005		PSC.0000001.000 02140-2023- ADD-ONS	NO	NO	NO	NO	YES	NO	Dec 18, 2023	
DB2024001005			NO	NO	NO	NO	NO	NO	Jul 15, 2024	

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 number configuration form. The left screenshot shows the configuration for 'DB2024001005 - 02140-2023-ADD-ONS' with various fields filled. The right screenshot shows the configuration for 'DB2024001005' with some fields filled and others empty, highlighting the differences between the two serials.

Field	Left Screenshot (DB2024001005 - 02140-2023-ADD-ONS)	Right Screenshot (DB2024001005)
SERIAL NUMBER	DB2024001005	DB2024001005
SERIAL NUMBER ALIAS	Enter unique serial number alias	DB2024001005
FIXED ASSET	Enter fixed asset	Enter fixed asset
INVENTORY NUMBER	Enter unique inventory number	Enter unique inventory number
PRODUCT	PSC.0000001.000, 02140-2023-ADD-ONS	Select product
PARTNER	DEWESOFT D.O.O.	Partner
PARENT SERIAL	Parent serial	DA19014238
LICENSE	Select license key	Select license key
WAREHOUSE LOCATION	Select warehouse location	Select warehouse location
DEMO EQUIPMENT	NO	NO
DEMO MALFUNCTION EQUIPMENT	NO	NO
RENTABLE EQUIPMENT	NO	NO
TOTAL CARE	NO	YES
TO BE DEFINED	NO	NO
SALES DATE	09. 0	dd. mm.
LAST CALIBRATIC	dd. mm. !	dd. mm.
NEXT CALIBRATIC	dd. mm. !	dd. mm.
WARR DUE	09. 0	dd. mm.
CALIBRATION INTERVAL (MONTHS)	0,00	0,00
CALIBRATION REQUIRED FOR VALID WARRANTY	NO	YES

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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