

# ROOT CAUSE ANALYSIS

## Issue no 1:

1. **Problem-** Duplicate invoices are inserted to the application, after saving the "invoice".
  - a. **Information required** – invoice details which is saved in Production application-> 23202101300.
2. **Issue that contributed for the problem** –The issue has occurred, when invoice is created from the same user in different machines/browsers when it is saved at the same time.
3. **Root cause-**
  - a. Note: Login with same user id, but in different machines and save invoice for different workorders.

Steps to Reproduce:

step 1: Approve indent from store keeper login (with the same user id).

step 2: Login with store keeper role.

Step 3: Enter data in all the mandatory fields and click on 'save' button.

Step 4: Repeat Step 1 to step 3 in another browser/machine before saving.

Step 5: Click on 'save' button at the same time in both the machines/browsers.

**Note: validation message will be displayed as "something went wrong" (in the QA Environment (Post-gre)).**

Step 6: Click on 'ok' button in the alert.

Step 7: Click on 'save' button.

The screenshot displays the MMS application interface. The top navigation bar includes the user name 'NAME:RAMESH', role 'ROLE:STORE KEEPER', and location 'LOCATION:Channarayana Division - 409'. The main content area is titled 'Invoice View' and shows a search filter for 'From Date' (01/12/2020) and 'To Date' (31/12/2020). A table lists invoice entries with columns for Invoice No, Invoice Date, Indent No, WorkOrder No, WorkOrder Name, Action, and Report. The table shows two entries for invoice number 21202102121, both dated 18/12/2020, with different work order numbers (Q-8724 and Q-8723) and names (R&M).

Invoice No	Invoice Date	Indent No	WorkOrder No	WorkOrder Name	Action	Report
21202102121	18/12/2020	CML-65	Q-8724	R&M	View	Generate
21202102121	18/12/2020	CML-66	Q-8723	R&M	View	Generate

1. **Solution-** Invoice number should be incremented, before clicking on 'save' button, after clicking on 'something went wrong'.

2. **Bug id-** 11282.

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