

Resolution Guide: TKT-2024-004

Category: Warehouse Operations

Priority: Critical

Issue Description:

Receiving process freezing when scanning items with lot numbers. Barcode scanner input seems to hang the application after scanning lot-controlled items. Affecting entire receiving dock operations.

Step-by-Step Resolution Guide:

Step 1: Database deadlock issue identified in lot tracking module.

Step 2: Resolution: 1) Applied database index optimization for lot_master table 2) Updated application timeout parameters in web.config 3) Implemented proper transaction isolation for lot scanning procedures 4) Deployed hotfix release 10.2.4a addressing concurrency issues.

Step 3: Performance monitoring shows significant improvement.

Resolved by Team: L2-Technical

Resolution Time: 10.25 hours