

Incident: Duplicate Order Cancellation

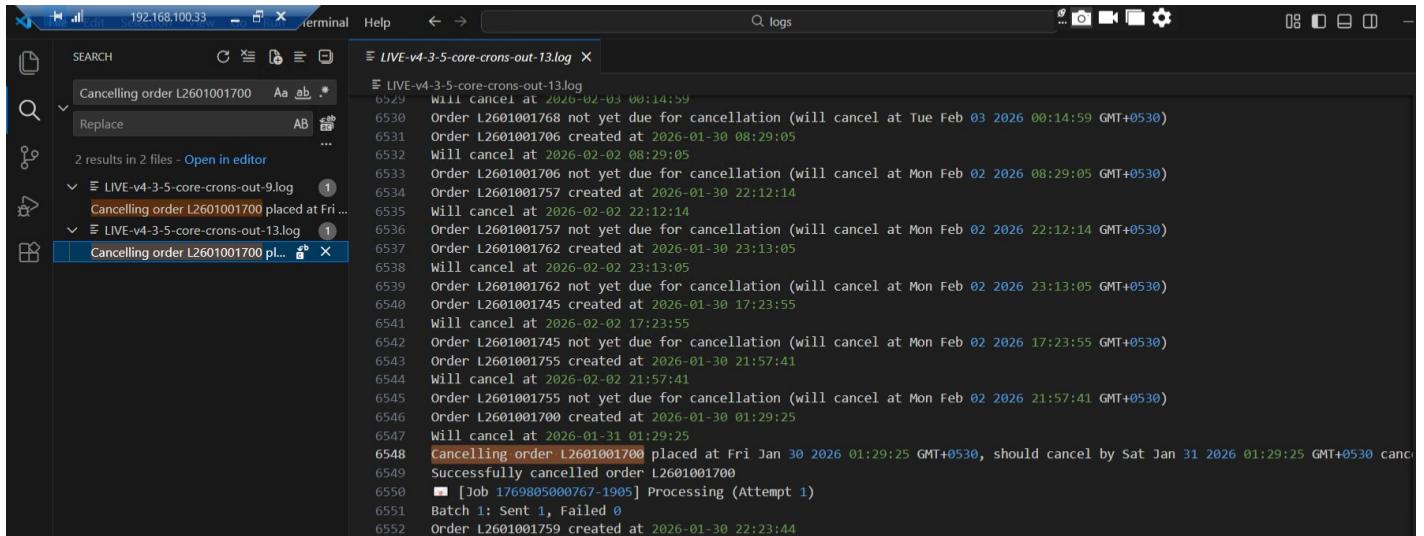
What Happened

Order L2601001700 was cancelled twice by the system causing duplicate stock return & mails

Evidence

Two different PM2 process logs show the same order cancelled at the same time:

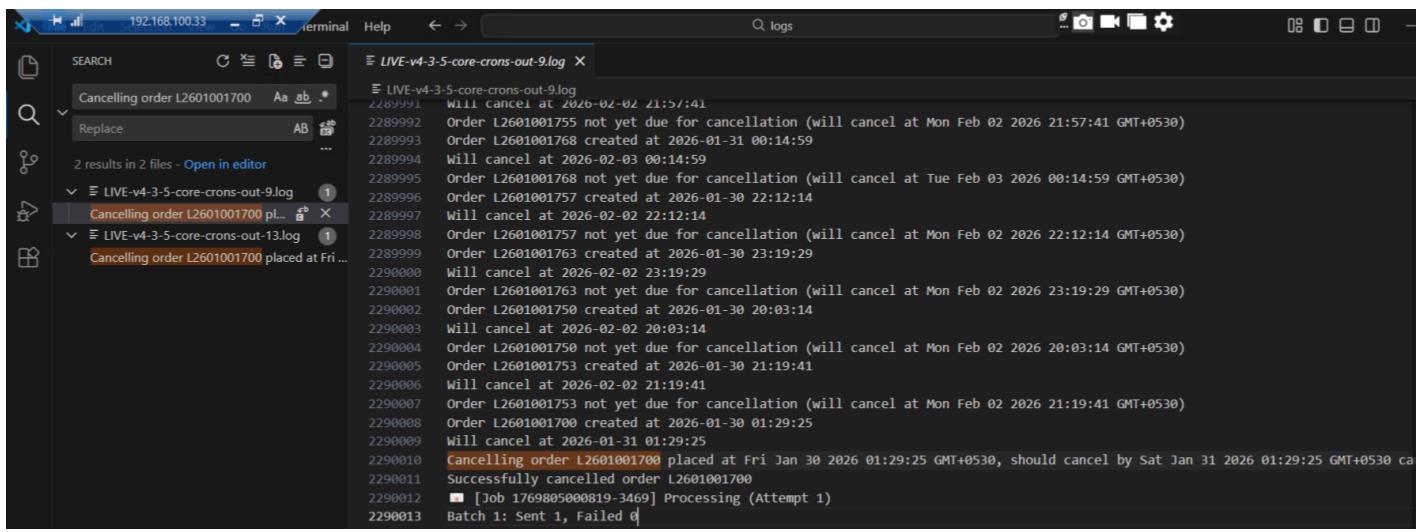
- LIVE-v4-3-5-core-crons-out-9.log



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LIVE-v4-3-5-core-crons-out-13.log
6529 Will cancel at 2026-02-03 00:14:59
6530 Order L2601001768 not yet due for cancellation (will cancel at Tue Feb 03 2026 00:14:59 GMT+0530)
6531 Order L2601001706 created at 2026-01-30 08:29:05
6532 Will cancel at 2026-02-02 08:29:05
6533 Order L2601001706 not yet due for cancellation (will cancel at Mon Feb 02 2026 08:29:05 GMT+0530)
6534 Order L2601001757 created at 2026-01-30 22:12:14
6535 Will cancel at 2026-02-02 22:12:14
6536 Order L2601001757 not yet due for cancellation (will cancel at Mon Feb 02 2026 22:12:14 GMT+0530)
6537 Order L2601001762 created at 2026-01-30 23:13:05
6538 Will cancel at 2026-02-02 23:13:05
6539 Order L2601001762 not yet due for cancellation (will cancel at Mon Feb 02 2026 23:13:05 GMT+0530)
6540 Order L2601001745 created at 2026-01-30 17:23:55
6541 Will cancel at 2026-02-02 17:23:55
6542 Order L2601001745 not yet due for cancellation (will cancel at Mon Feb 02 2026 17:23:55 GMT+0530)
6543 Order L2601001755 created at 2026-01-30 21:57:41
6544 Will cancel at 2026-02-02 21:57:41
6545 Order L2601001755 not yet due for cancellation (will cancel at Mon Feb 02 2026 21:57:41 GMT+0530)
6546 Order L2601001700 created at 2026-01-30 01:29:25
6547 Will cancel at 2026-01-31 01:29:25
6548 Cancelling order L2601001700 placed at Fri Jan 30 2026 01:29:25 GMT+0530, should cancel by Sat Jan 31 2026 01:29:25 GMT+0530 cancel]
6549 Successfully cancelled order L2601001700
6550 [Job 1769805000767-1905] Processing (Attempt 1)
6551 Batch 1: Sent 1, Failed 0
6552 Order L2601001759 created at 2026-01-30 22:23:44
```

Cancelling order L2601001700 placed at Fri Jan 30 2026 01:29:25 GMT+0530, should cancel by Sat Jan 31 2026 01:29:25 GMT+0530 cancel]
Successfully cancelled order L2601001700

- LIVE-v4-3-5-core-crons-out-13.log



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LIVE-v4-3-5-core-crons-out-9.log
2289991 Will cancel at 2026-02-02 21:57:41
2289992 Order L2601001755 not yet due for cancellation (will cancel at Mon Feb 02 2026 21:57:41 GMT+0530)
2289993 Order L2601001768 created at 2026-01-31 00:14:59
2289994 Will cancel at 2026-02-03 00:14:59
2289995 Order L2601001768 not yet due for cancellation (will cancel at Tue Feb 03 2026 00:14:59 GMT+0530)
2289996 Order L2601001757 created at 2026-01-30 22:12:14
2289997 Will cancel at 2026-02-02 22:12:14
2289998 Order L2601001757 not yet due for cancellation (will cancel at Mon Feb 02 2026 22:12:14 GMT+0530)
2289999 Order L2601001763 created at 2026-01-30 23:19:29
2290000 Will cancel at 2026-02-02 23:19:29
2290001 Order L2601001763 not yet due for cancellation (will cancel at Mon Feb 02 2026 23:19:29 GMT+0530)
2290002 Order L2601001750 created at 2026-01-30 20:03:14
2290003 Will cancel at 2026-02-02 20:03:14
2290004 Order L2601001750 not yet due for cancellation (will cancel at Mon Feb 02 2026 20:03:14 GMT+0530)
2290005 Order L2601001753 created at 2026-01-30 21:19:41
2290006 Will cancel at 2026-02-02 21:19:41
2290007 Order L2601001753 not yet due for cancellation (will cancel at Mon Feb 02 2026 21:19:41 GMT+0530)
2290008 Order L2601001700 created at 2026-01-30 01:29:25
2290009 Will cancel at 2026-01-31 01:29:25
2290010 Cancelling order L2601001700 placed at Fri Jan 30 2026 01:29:25 GMT+0530, should cancel by Sat Jan 31 2026 01:29:25 GMT+0530 cancel]
2290011 Successfully cancelled order L2601001700
2290012 [Job 1769805000819-3469] Processing (Attempt 1)
2290013 Batch 1: Sent 1, Failed 0
```

Cancelling order L2601001700 placed at Fri Jan 30 2026 01:29:25 GMT+0530, should cancel by Sat Jan 31 2026 01:29:25 GMT+0530 cancel]
Successfully cancelled order L2601001700

This confirms two processes performed the same action.

Cause

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- A system restart resulted in two instances of the application running at the same time.
 - The previous process did not shut down properly (OS level), while a new process started as expected.
 - With both old and new processes active, the scheduled cron job ran twice, causing the same order to be processed more than once.
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Suggested Fixes

1. Guard the cancellation update

Only cancel an order if it is not already cancelled.
If another process already cancelled it, stop and do nothing else.

This prevents duplicate stock return and duplicate emails.

2. Restart PM2 safely

When restarting:

- Stop the cron process fully before starting it again
- Confirm only one instance is running after restart
- Avoid rapid or repeated restarts

This reduces the chance of two cron processes running at the same time.

3. Use controlled server restarts during updates

During deployments or major updates:

- Stop the application before making changes
- Or restart the Windows VM cleanly instead of restarting processes individually
- Ensure the system comes back up with only one cron instance running

Prevents old and new processes from running at the same time. `