Incident: Duplicate Order Cancellation
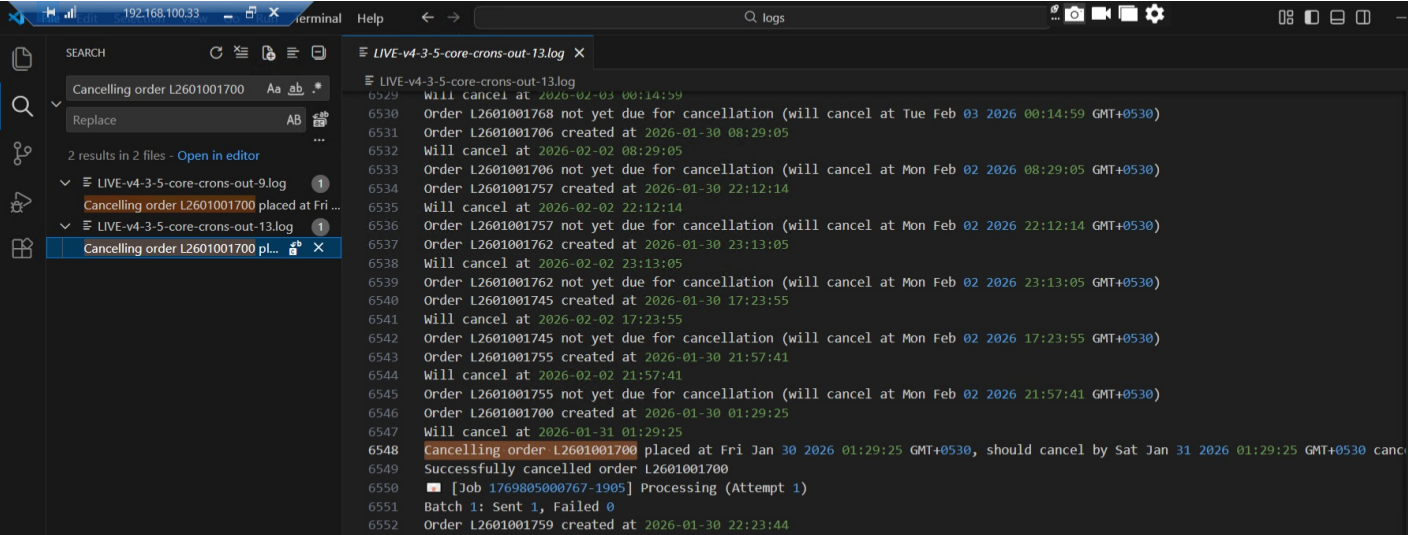
What Happened

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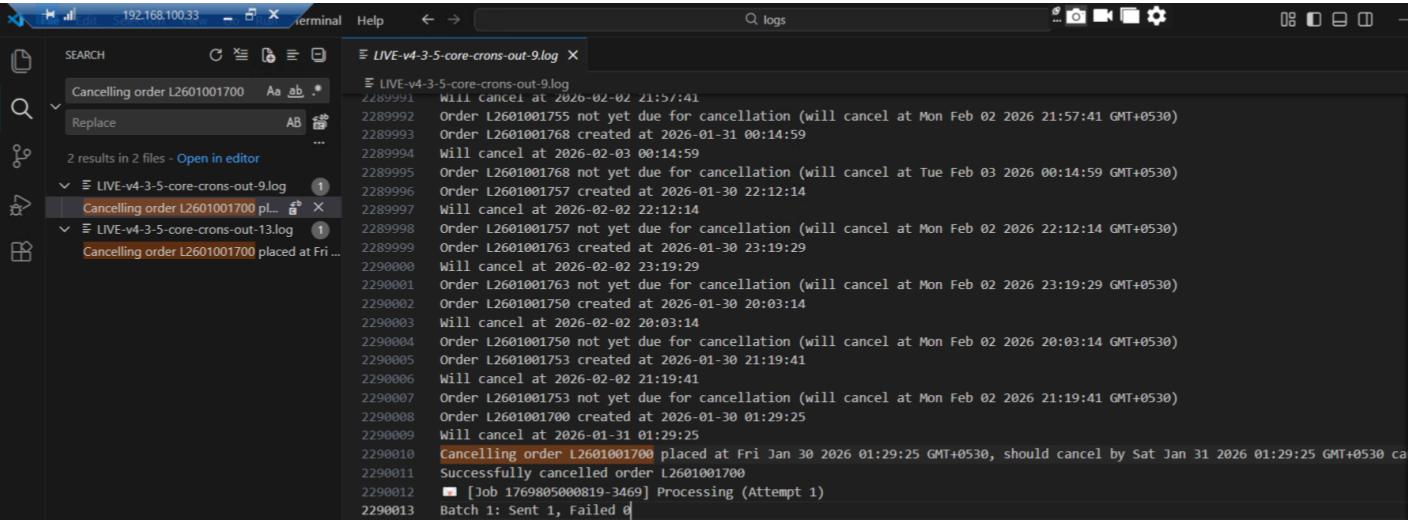
Evidence

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

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


```
 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 cancell
 Successfully cancelled order L2601001700
```

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


```
 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 cancell
 Successfully cancelled order L2601001700
```

This confirms two processes performed the same action.

Cause

- 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.

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. ```