

serial-13 opened expected issues for Closed orders

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Description:

We just ran serial-13 and see that it opened expected issues for closed orders. See the following orders on for examples:

order# 000266444-00101

order# 000434783-00101

We do not want issues opened for closed orders. How do we prevent this?

Resolution:

The Subscriptions for these orders are still active (based on Subscription End Date.) serial-13 opens items if the Subscription is still active. The status of the Order doesn't come into play in this service.

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- **Article last edited:** 12-Mar-2016