[Alertmanager](http://3.145.28.22:9093/) : <http://3.145.28.22:9093/#/alerts>   
Pager Duty : <https://koorier.pagerduty.com/incidents>

On Call : 15May to 23 May  
Summary :   
(Note : duplicate error which are triggered not considered into this sheet )

|  |  |  |
| --- | --- | --- |
| Issue Triggered | Issue Resolved | Issue still are in open state |
| 14 | 13 | 1 |

1. "INVALID STATE:: DailyRoute status transition from SEQUENCING\_INPROGRESS to::BATCH\_SUPERVISOR\_ACCEPTED"

# Expectation Time Reported : 14-May-2024 11am IST RC : trying to transits from SEQUENCING\_INPROGRESS to BATCH\_SUPERVISOR\_ACCEPTED in route Action need to take : 1. do not raised alters in case of invalid state transition error. 2. This is happing with the server side, from server side alters should not be raised 3. Could not submit the form, Silence is not yet valid. TIme Needed to Fix : 1hour 2. "Invalid verification code" Exception Time Reported : 14-May-2024 11:30am IST RC : Error is due to some one tried to log in with invalid verification code Action need to take : 1. do not raised alters in case of invalid verification code 2. This is happing with the server side, from server side alters should not be raised TIme Needed to Fix : 1hour 3. "Route start time is behind the current time. Please change the route start time or reject and recreate this batch" Exception Time Reported : 14-May-2024 11:16 am IST RC : Error is due to when we finalizing a batch which has route start time is behind current time. Action need to take : 1. do not raised alters in case of route start time behind the current time during finalizing of batch only error message need to be show ( no need to of alter ) 2. This is happing with the server side, from server side alters should not raised TIme Needed to Fix : 1hour 4. Failed to send SMS by Telnyx service(Error) :: { "errors": [ { "code": "40305", "title": "Invalid 'from' address", "detail": "Alphanumeric sender ID test is not registered and/or supported for the destination number +918208433712", "meta": { "url": "<https://developers.telnyx.com/docs/overview/errors/40305>" } } ] } Exception Time Reported : 14-May-2024 12:17 PM IST RC : Error is due to Alphanumeric sender ID is not support to +918208433712 this number Action need to take : 1. need server fix for this, need to set Alphanumeric sender ID is not support to +918208433712 this number TIme Needed to Fix : 1hour 5. User not found! Exception Time Reported : 14-May-2024 12:34 PM IST RC : getting an error during generate verification code for user Action need to take : 1. do not raised alters in case of failing to generate the 2 factor verification code for user 2. This is happing with the server side, from server side alters should not raised TIme Needed to Fix : 1hour 6. "Please use a different password than your last three." Exception Time Reported : 14-May-2024 3:47 PM IST RC : getting this error while editing of user password, its showing do not use password which is same as last three Action need to take : 1. do not raised alters in case of update password 2. This is happing with the server side, from server side alters should not raised TIme Needed to Fix : 1hour 7. "Driver is not present in Today's Roster" Exception Time Reported : 15-May-2024 10:58 AM IST RC : getting an error when we try to log in with driver which is not present in roster which is created today Action need to take : 1. do not raised alters in case of failing to log in for driver 2. This is happing with the server side, from server side alters should not raised TIme Needed to Fix : 1hour 8. "Error while generating routes for Batch IDBatch-853-136867 Error :: No totes available to be assigned, route creation failed" Exception Time Reported : 15-May-2024 11:04 AM IST RC : getting an error when no totes available, during the time of finalize batch Action need to take : 1. do not raised alters in case of no totes available, at the time of route creation 2. This is happing with the server side, from server side alters should not raised TIme Needed to Fix : 1hour 9. "Login name already used!" Expectation Time Reported : 16-May-2024 10:57 AM IST RC : getting an error when we are creating new user with log in name which is already used Action need to take : 1. do not raised alters in case of creating of new user need to show only error message 2. This is happing with the server side, from server side alters should not raised TIme Needed to Fix : 1hour 10. "Cannot invoke "String.length()" because "s" is null" method\_name="readImagesFromTmpFolder" Exception reported time : 16-May-2024 4:00 PM IST RC : while we trying to fetch the image for package and routestop which don’t have any image capture then we are getting this null point exception Action need to take : 1. need server side fix when we don’t have image for package and route stop it should be ignore that package as well as stop solution provided : PR #969 11. error\_message="Cannot invoke "com.koorier.domain.RouteSummary.setDailyRouteStatus(String)" because "routeSummary" is null" Exception Time Reported : 15-May-2024 11:21 AM IST RC : getting an error while we trying to set some field’s on null dailyRoute summary Action need to take : 1. need to add null check while we updating routSummary table from server side TIme Needed to Fix : 1hour ( PR Raised #966 ) 12 . error\_message="Cannot invoke "com.koorier.domain.AllRoutesSummaries.getBehind()" because "allRoutesSummaries" is null" Exception Time Reported : 17-05-2024 11:38 am IST RC : getting this error when we try to fetch live state and allRouteSummary is null at that time Action need to take : 1 . Need to fix this issue from server side Time need to fix : 1 hour ( added fix for this issue PR - #975 ) 13. Error\_message = All totes are not in Assigned state Exception Reported Time : 17-05-2024 2:41 PM IST Action need to be taken : 1. this is false positive error 2. From server side not need to report this issue on alert manager Time need to fix : 1 hour ( PR - #977 )

14. Error message = com.google.firebase.messaging.FirebaseMessagingException: Requested entity was not found.  
  
Exception Reported Time : 22-05-2024 11:43 AM IST  
  
Action need to take :  
  
Time need to fix :

PipeLine health : green   
  
Deployement :   
  
  
[Prometheus](http://3.145.28.22:9090/graph)