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

On Call : 19 June to 03 July  
  
1. Exception 3.136.97.236:8080 (DistributionCenter cannot be null BadRequestAlertException koorier-prod createAndSaveManifestFile critical)  
  
Expectation Time Reported : Jun 24, 2024 at 6:43 PM  
  
RC : getting this error while uploading the manifest when no DC is selected.  
  
Action need to take :   
 1. This is happing with the server side.  
 2. this error we need to raised on Alert Manger when we are uploading manifest with the help of API.  
 3. If the DC (Distribution Center) is not selected from the UI side when uploading a manifest, the request should not be sent to the server.  
   
TIme Needed to Fix : No need to add any fix for this

2. Cannot invoke "com.koorier.domain.User.getLogin()" because "userKr" is null  
Expectation Time Reported : June 26, 2024, at 10:43 AM IST.  
  
RC :   
1.Due to a database change on production, the login user was not found at that time, so we are getting this error ( "userKr" is null ).  
2. It was observed that a browser instance was already active with existing user belonging to old database. When trying to add a new client, the server throws a 'user not found' error."  
  
Action need to take :   
 1. Need to Discuss: The already logged in user should logout when the server restarts ?  
 2. This Error should be raised on Alert Manager  
   
TIme Needed to Fix :

3. could not execute statement; SQL [n/a]; nested exception is ( method name : createTimeBasedBatch )

Expectation Time Reported : June 26, 2024, at 1:41PM IST.  
  
RC : FsaZone & manifest Id column size was 255 characters , but when we create batch with multiple fsa zones this size exceds 255 length that is the reason for DataIntegrityViolationException in createTimeBasedBatch().  
  
Action need to take :   
 1. This Batching creation process should need server side fix.  
   
TIme Needed to Fix : 2hour  
  
Assign to : swapnil  
  
solution given : solution provided : Increased size of FsaZone & manifestId column to 1000 char size.  
  
Expectation Time Resolved Time : June 26, 2024, at 3:43PM IST.  
  
4. Exception 3.136.97.236:8080 (Number of stop exceed 200, Max allowed stops in a Route is 200 BadRequestAlertException koorier-prod createBatches critical)  
  
Expectation Time Reported : June 26, 2024, at 1:43PM IST.  
  
RC : When number of stop exceed the limit of 200 stop during the creation of route then this error getting.  
  
Action need to take :   
 1. No fix needed for this, this is expected as per design module.  
  
Time Needed to Fix :

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| Assign to : solution given : Expectation Time Resolved Time : |

5. Exception 3.136.97.236:8080 (Cannot invoke "String.length()" because "s" is null NullPointerException koorier-prod readImagesFromTmpFolder critical)  
  
Expectation Time Reported : on Jun 26, 2024 at 4:54 PM IST

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| RC : When trying to download an image for parcels or attempting to get a route summary for which image is not captured, getting this error.  Action need to take :   1. when ever image not captured for Package or RouteStop then during Json parse for data Image we need to add null condition or need to show error message |

TIme Needed to Fix : 1hour  
  
Assign to : Asif  
  
Expectation Time Resolved Time :  
  
6. Exception 3.136.97.236:8080 (The back file failed to upload to S3 at this time(hr) :: 27-06-24\_05 DB Backup Failed koorier-prod verifyBackupFiles() critical)

# Expectation Time Reported : on Jun 27, 2024 at 12:20 PM IST Action need to take : 1. Need to fix backup script for db. Time Needed to Fix : 4hour Assign to : swapnil RC : There is issue in update script logfile and backup folder path was not updated as well as prod db name solution given : changes made into script file. Expectation Time Resolved Time : June 27, 2024, at 5:54PM IST.