**21st Aug On Call document.**

 Name : Asif Pathan

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| **Exception** 1 | integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Invalid mobileNumber :: 1234567890Error ::Missing or invalid default region. com.google.i18n.phonenumbers.NumberParseException koorier-integ isValidMobileNumber() critical) |
| **Time** | 22-Aug-2024 12PM |
| **Cause** | When we upload manifest which are having mobile number but not provided region (+91) for that we are getting phonenumbers.NumberParseException |
| **Assign\_To** |  |
| **Solution** | Expected ( No fix needed ) |

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| **Exception** 2 | integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = Cannot invoke "String.toCharArray()" because "val" is null  - exception\_type = NullPointerException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = fetchLatLognHere  - severity = critical |
| **Time** | 22-Aug-2024 1:37PM |
| **Cause** | RCA: This exception was raised because the received from driver app received null values for latitude and longitude for the following package details:  PackageDetails:  Tracking Number: D4\_1723919508054\_143  Address: 248 ODD 21 DUPONT ST, TORONTO, ON, M5R1V3  Latitude: null  Longitude: null  Package Status: LAT\_LON\_RESOLVE\_FAILED\_FROM\_HERE |
| **Assign\_To** | Harshad |
| Solution | The issue is resoved from mobile app ( PR 575 driver app ) ( 26th Aug ) |
| **Exception** 3 | integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = Index 0 out of bounds for length 0  - exception\_type = IndexOutOfBoundsException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = calculateBatchProcessingTime  - severity = critical Annotations:  - description = server.ssl.koorierinc.net:8443 of job koorier-integ has reported exception |
| **Time** | 23-Aug-2024 1:37PM |
| **Cause** | The issue occurred because, in the integ database, the fsa\_zone table contains a row where the fsa\_zone\_name field has an extra space appended after the last character of the name "Hamilton". This trailing space caused the IndexOutOfBoundsException to be thrown in the code. |
| **Assign\_To** | Rutvik |
| **Solution** | Remove the extra space from the Hamilton in DB. |

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| **Exception** 4 | integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "java.time.ZonedDateTime.plusMinutes(long)" because the return value of "com.koorier.domain.DailyRoute.getExtendedEndTime()" is null NullPointerException koorier-integ calulateLiveStatsForRoute critical) |
| **Time** | 22-Aug-2024 5:47PM |
| **Cause** | "This exception occurs when the server code is run on a machine operating in India and pointing to the staging environment. When a batch is created, the machine's time is considered for the extended time, using Indian time with the [Asia/Kolkata] timezone. This causes conflicts in the time conversion logic, leading to the daily route's extendedEndTime not being saved correctly in the database. |
| **Assign\_To** | Harshad |
| **Solution** | TBD ( A temporary solution to this issue is to avoid creating batches while pointing to the staging environment. ) |

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| **Exception** 5 | integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Error generating Route Prefix. Please contact the Administrator BadRequestAlertException koorier-integ rescheduleBatchAndRoute critical) |
| **Time** | 27-Aug-2024 5:54PM |
| **Cause** | The exception occurs because the determineRoutePrefix method does not handle cases where the routeStartTime is a date in the past. When a past date is provided, none of the existing conditions match, leading to the method throwing a BadRequestAlertException. The root cause is the absence of a check for past dates, which results in an unhandled scenario and the subsequent exception. |
| **Assign\_To** | Harshad |
| **Solution** | Fix PR ( 1353 server) |

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| **Exception** 6 | integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = No error message propagated from method createRouteSummaryForScannedtoteIds  - exception\_type = NullPointerException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = createRouteSummaryForScannedtoteIds  - severity = critical Annotations:  - description = server.ssl.koorierinc.net:8443 of job koorier-integ has reported exception |
| **Time** | 28-Aug-2024 10:54AM |
| **Cause** | RCA : we have route having id 85309 which has a Tote assigned having id A-E-A1-1 this Tote have been assigned to another route but packages for 85309 ths route contains old Tote A-E-A1-1 that why its throwing an exception  Here From Tote previously assigned package are not get reclaimed. |
| **Assign\_To** | Rutvik |
| **Solution** |  |

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| **Exception 7** | integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "java.lang.Boolean.booleanValue()" because "isReasonSLA" is null NullPointerException koorier-integ rescheduleBatchAndRoute critical) |
| **Time** | 28-Aug-2024 1:24PM |
| **Cause** | RCA:- This issue was occurred due to backend code merge into integ branch and Ui side code |
| **Assign\_To** | Omkar |
| **Solution** | No fix needed ( when UI merged then it will resolve ) |

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| **Exception** 7 | prod |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = No error message propagated from method createRouteSummaryForScannedtoteIds  - exception\_type = NullPointerException  - instance = prod.service.koorierinc.net:8443  - job = koorier-prod  - method\_name = createRouteSummaryForScannedtoteIds  - severity = critical Annotations:  - description = prod.service.koorierinc.net:8443 of job koorier-prod has reported exception  - title = Instance prod.service.koorierinc.net:8443 has reported exception Source: <http://ip-172-31-19-117.us-east-2.compute.internal:9090/graph?g0.expr=increase%28koorier_counter_exception_total%5B1h%5D%29+%3E+0&g0.tab=1> |
| **Time** | 29-Aug-2024 10:50AM |
| **Cause** | Not Reproduce |
| **Assign\_To** | Rutvik |
| **Solution** |  |

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| **Exception** 8 | prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (No enum constant com.koorier.domain.enumeration.PackageStatus.SLA\_true; nested exception is java.lang.IllegalArgumentException: No enum constant com.koorier.domain.enumeration.PackageStatus.SLA\_true InvalidDataAccessApiUsageException koorier-prod getPackageDetailsFilteredList critical) |
| **Time** | 29-Aug-2024 12:28AM |
| **Cause** | RCA:- No such status is present in server. This status is added from UI side and needs to be removed from UI. |
| **Assign\_To** | Omkar / Aniket |
| **Solution** | PR #1036 ( Client ) |

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| **Exception** 9 | prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (No enum constant com.koorier.domain.enumeration.PackageStatus.RTERMINAL\_ATT\_INVALID; nested exception is java.lang.IllegalArgumentException: No enum constant com.koorier.domain.enumeration.PackageStatus.RTERMINAL\_ATT\_INVALID InvalidDataAccessApiUsageException koorier-prod getPackageDetailsFilteredList critical) |
| **Time** | 29-Aug-2024 03:46PM |
| **Cause** | RCA :  during testing we are getting this error  Pass the status from UI side which is not present into server side code    pass status = RTERMINAL\_ATT\_INVALID  this status removed from server side code but not removed from UI |
| **Assign\_To** | Aniket |
| **Solution** | fix added : removed RTERMINAL\_ATT\_INVALID status from UI also ( PR 1036 ) |

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| **Exception** 10 | prod |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = No enum constant com.koorier.domain.enumeration.PackageStatus.SCANNED\_BY\_RINGSCANNER; nested exception is java.lang.IllegalArgumentException: No enum constant com.koorier.domain.enumeration.PackageStatus.SCANNED\_BY\_RINGSCANNER  - exception\_type = InvalidDataAccessApiUsageException  - instance = prod.service.koorierinc.net:8443  - job = koorier-prod  - method\_name = getPackageDetailsFilteredList  - severity = critical Annotations:  - description = prod.service.koorierinc.net:8443 of job koorier-prod has reported exception  - title = Instance prod.service.koorierinc.net:8443 has reported exception Source: <http://ip-172-31-19-117.us-east-2.compute.internal:9090/graph?g0.expr=increase%28koorier_counter_exception_total%5B1h%5D%29+%3E+0&g0.tab=1> |
| **Time** | 29-Aug-2024 04:53PM |
| **Cause** | RCA : SCANNED\_BY\_RINGSCANNER this package status is not available in the server side enum constant, but from postman try to change the status of package as SCANNED\_BY\_RINGSCANNER so getting this error. |
| **Assign\_To** | Rutvik |
| **Solution** | No fix needed. |

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| **Exception** 11 | prod |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = Error parsing CSV line: 5. [TR1004,Mak4,231 ALFRED PATERSON DR,,,MARKHAM,ON,,dkharyal@koorier.ca,FALSE,FALSE]  - exception\_type = BadRequestAlertException  - instance = prod.service.koorierinc.net:8443  - job = koorier-prod  - method\_name = validateManifest  - severity = critical Annotations:  - description = prod.service.koorierinc.net:8443 of job koorier-prod has reported exception  - title = Instance prod.service.koorierinc.net:8443 has reported exception Source: <http://ip-172-31-19-117.us-east-2.compute.internal:9090/graph?g0.expr=increase%28koorier_counter_exception_total%5B1h%5D%29+%3E+0&g0.tab=1> |
| **Time** | 29-Aug-2024 6:40PM |
| **Cause** | Not Reproduced |
| **Assign\_To** | Omkar |
| **Solution** |  |

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| **Exception** 12 | prod |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = Cannot invoke "String.toCharArray()" because "val" is null  - exception\_type = NullPointerException  - instance = prod.service.koorierinc.net:8443  - job = koorier-prod  - method\_name = fetchLatLognHere  - severity = critical Annotations:  - description = prod.service.koorierinc.net:8443 of job koorier-prod has reported exception  - title = Instance prod.service.koorierinc.net:8443 has reported exception Source: <http://ip-172-31-19-117.us-east-2.compute.internal:9090/graph?g0.expr=increase%28koorier_counter_exception_total%5B1h%5D%29+%3E+0&g0.tab=1> |
| **Time** | 30-Aug-2024 05:24PM |
| **Cause** | In the fetchLatLonFromHereMap() method, the latitude and longitude were not being resolved. The issue still persists when latLonResolutionService.class calls saveAddressToLocalDb(packageDetails, "HERE\_MAP") for a package with null latitude and longitude. |
| **Assign\_To** | Harshad |
| **Solution** | Fix added ( PR –1351 ) |

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| **Exception** 12 | prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (The Sequencing API has been called more than 500 times. com.koorier.web.rest.errors.DailyRouteException koorier-prod sequenceStops() critical) |
| **Time** | 02-Aug-2024 11:07PM |
| **Cause** | This exception is expected when sequencing API called more than 500 times then this exception get called |
| **Assign\_To** |  |
| **Solution** | No fix needed |

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| **Exception** 13 | integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = Cannot invoke "com.koorier.domain.RouteStop.getId()" because the return value of "com.koorier.domain.PackageDetails.getRouteStop()" is null  - exception\_type = NullPointerException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = movePackagesToOtherBatch  - severity = critical Annotations:  - description = server.ssl.koorierinc.net:8443 of job koorier-integ has reported exception  - title = Instance server.ssl.koorierinc.net:8443 has reported exception Source: <http://ip-172-31-19-117.us-east-2.compute.internal:9090/graph?g0.expr=increase%28koorier_counter_exception_total%5B1h%5D%29+%3E+0&g0.tab=1> |
| **Time** | 02-Aug-2024 06:40PM |
| **Cause** | During the process of moving a package to another stop, the old stop is first being deassigned by assigning null. However, in the PackageDetails class, within the audit log statements, there is a condition that checks whether the old stop is null or not, but it does not account for the new stop, causing a NullPointerException to be raised. |
| **Assign\_To** | Harshad |
| **Solution** | Fix added ( 1552 ) |

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| **Exception** 14 | integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = No value present  - exception\_type = Sequencing Failed  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = HereMapCallbackService()  - severity = critical Annotations:  - description = server.ssl.koorierinc.net:8443 of job koorier-integ has reported exception  - title = Instance server.ssl.koorierinc.net:8443 has reported exception Source: http://ip-172-31-19-117.us-east-2.compute.internal:9090/graph?g0.expr=increase%28koorier\_counter\_exception\_total%5B1h%5D%29+%3E+0&g0.tab=1 |
| **Time** | 03-Aug-2024 05:40PM |
| **Cause** |  |
| **Assign\_To** | Harshad |
| **Solution** |  |

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|  | **Driver App Crashes ( 21st)** |
| 1 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  RangeError (index): Invalid value: Not in inclusive range 0..7: 8. Error thrown building NearbyParcelsDialog(dirty, dependencies: [\_LocalizationsScope-[GlobalKey#01bcb]], state: NearbyParcelsDialogState#6aa30). |
| 2 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  This widget has been unmounted, so the State no longer has a context (and should be considered defunct). Consider canceling any active work during "dispose" or using the "mounted" getter to determine if the State is still active. |
| 3. | SystemServicesHostApiImpl.sendCameraPermissionsRequest (system\_services.dart:74)  CameraXProxy.\_requestCameraPermissions (camerax\_proxy.dart:283)  AndroidCameraCameraX.createCameraWithSettings (android\_camera\_camerax.dart:319)  CameraController.\_initializeWithDescription (camera\_controller.dart:344)  \_FlutterStopCameraState.setCamera.<fn> (flutter\_stop\_camera.dart:75) |
| 4. | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Bad state: No element. Error thrown building ValueListenableBuilder<Box<dynamic>>(dirty, state: \_ValueListenableBuilderState<Box<dynamic>>#2dd3d). |