

On Call: 17 July

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (Cannot invoke "com.koorier.domain.PackageDetails.getManifestId()" because "packageDetails" is null NullPointerException koorier-prod getPackageTrackingInformation critical) |
| **Time** | Jul 17, 2024, at 4:45 PM |
| **Cause** | If invalid tracking number is entered in parcel tracking, then returns null package details and after that we try to get manifestId from package details object, but package details is null thats why exception is occured. |
| **Solution** | PR Raised: <https://github.com/koorier-inc/koorier-server/pull/1181> ( integ )  Added null check condition for package details if package details are null, it will throw invalid tracking number exception on UI side.  ( This PR is not merge on integ upto Jul 17, 2024, at 4:45 PM ) |

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (No enum constant com.koorier.domain.enumeration.VehicleOwnerStatus.OWNER\_UNKNOWN; nested exception is java.lang.IllegalArgumentException: No enum constant com.koorier.domain.enumeration.VehicleOwnerStatus.OWNER\_UNKNOWN InvalidDataAccessApiUsageException koorier-prod findAllForLoggedInDC critical) |
| **Time** | Jul 17, 2024, at 11 PM |
| **Cause** | From System we have removed OWNER\_UNKNOWN for vehicle but one of vehicle in data base remain with status OWNER\_UNKNOWN.  That's why during add duty getting this error |
| **Solution** | changed status of vehicle as OWNED\_BY\_KOORIER into db. |

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (query did not return a unique result: 2; nested exception is javax.persistence.NonUniqueResultException: query did not return a unique result: 2 IncorrectResultSizeDataAccessException koorier-prod updateDuty critical) |
| **Time** | Jul 18, 2024, at 11:17 AM |
| **Cause** | Roaster is created with duplicate entries of driver and vehicle and when we try to assign that driver to route then the exception occurs |
| **Assign To** | Shubham |
| **Solution** | Not reproduced ( but still we monitoring this issue not closed yet ) |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:2] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "com.koorier.domain.PackageDetails.getTrackingNumber()" because "packageDetail" is null NullPointerException koorier-integ critical) |
| **Time** | Jul 18, 2024, at 11:53 AM |
| **Assign To** | Shubham |
| **Cause** | while testing in parcel tracking when tester try to enter tracking id 'TRF' but actual tracking id id 'CDTRF123' it is getting the list of all the parcels details with contains 'TRF' in tracking number and it call S3 download API with tracking number 'TRF' that’s why getting null pointer exception for package |
| **Solution** | Fix on integ ( PR 1190 ) |

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| **Exception** | koorier-prod |
| **Exception Message** | [**[FIRING:2] (Cannot invoke "java.time.ZonedDateTime.plusMinutes(long)" because the return value of "com.koorier.domain.DailyRoute.getExtendedEndTime()" is null NullPointerException koorier-prod calulateLiveStatsForRoute critical)**](http://ip-172-31-19-117.us-east-2.compute.internal:9093/#/alerts?receiver=slack-notifications) |
| **Time** | Jul 18, 2024, at 11:04 PM |
| **Assign To** | Omkar |
| **Cause** | Not Reproduced |
| **Solution** | This issue was Auto resolved ( Not a critical issue )  ( added into defect tracking sheet ) |

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| **Exception** | koorier-prod ( confirm once ) |
| **Exception Message** | [FIRING:2] Exception prod.service.koorierinc.net:8443 (No Totes assigned for this package BadRequestAlertException koorier-prod critical) |
| **Time** | Jul 18, 2024, at 06:04 PM |
| **Assign To** | Swapnil |
| **Cause** | When we reclaim totes after 'ROUTE\_COMPLETE', we are de-assigning the reference of the tote from packages and setting it to null. When we scan these parcels using path finder, we get an exception: no tote assigned for this package. |
| **Solution** | No need to fix expected |

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| **Exception** | koorier-Prod |
| **Exception Message** | [FIRING:3] Exception prod.service.koorierinc.net:8443 (INVALID STATE:: PackageDetails status transition from PARSE\_ERROR\_MANIFEST\_CLIENT to:: ORDER\_BATCH\_READY InvalidPackageStatusChangeException koorier-prod critical) |
| **Time** | Jul 19, 2024, at 05:29 PM |
| **Cause** | Through executive control, the package with PARCEL\_DEL\_UNSC\_REJ\_TP\_DAMAGED status changes to PARCEL\_DEL\_UNSC\_REJ\_TP\_SIG. causing the exception to be thrown. |
| **Solution** | The status should not be changed manual |

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| **Exception** | koorier-Prod ( confirm with Harshad can we give specific message ) |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (Could not commit JPA transaction; nested exception is javax.persistence.RollbackException: Error while committing the transaction TransactionSystemException koorier-prod uploadEntityImageToS3 critical) |
| **Time** | Jul 19, 2024, at 05:59 PM |
| **Assign To** | Harshad |
| **Cause** | The exception occurred because the temporary folder was full, preventing new images from being stored temporarily for processing. |
| **Solution** | To resolve this, the temporary folder has been cleared, creating sufficient space for new images. |

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| **Exception** | koorier-Integ ( open state ) |
| **Exception Message** | [FIRING:2] Exception server.ssl.koorierinc.net:8443 (koorier-integ critical) error\_message = Route Satatus is not valid |
| **Time** | Jul 22, 2024, at 03:28 PM |
| **Assign\_To** | Harshad |
| **Cause** |  |
| **Solution** |  |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (No value present Sequencing Failed koorier-integ HereMapCallbackService() critical) |
| **Time** | Jul 22, 2024, at 10:08 PM |
| **Assign\_To** | Harshad |
| **Cause** | This issue was auto resolve so not able to reproduced it. Still monitoring this issue ( added into tracker sheet ) |
| **Solution** |  |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:6] Exception server.ssl.koorierinc.net:8443 (com.koorier.web.rest.errors.EmailFailureException koorier-integ sendMessageByAWSSES() critical) |
| **Time** | Jul 23, 2024, at 4:25 PM |
| **Assign\_To** | Shubham |
| **Cause** | email send failed because server side fetch jpg images by default for package images and from mobile we send jpeg images. |
| **Solution** | When we take photo from mobile then manually jpeg type is set for image, if we send jpg type then it is working  ( change requred from mobile app ) ( Shubham will discuss with Avinash Sir ) |

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (No enum constant com.koorier.domain.enumeration.PackageStatus.LAT\_LNG\_RESOLVE\_SUCCESS\_FROM\_TABLE; nested exception is java.lang.IllegalArgumentException: No enum constant com.koorier.domain.enumeration.PackageStatus.LAT\_LNG\_RESOLVE\_SUCCESS\_FROM\_TABLE InvalidDataAccessApiUsageException koorier-prod getPackageDetailsFilteredList critical) |
| **Time** | Jul 24, 2024, at 12:32 PM |
| **Assign To** | Harshad |
| **Cause** | This issue Auto resolved |
| **Solution** | Manually do not change this |

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (No Packages assigned for ToteId: A-E-A1-3 BadRequestAlertException koorier-integ updateToteStatus critical) |
| **Time** | Jul 24, 2024, at 1:44 PM |
| **Assign To** | harshad |
| **Cause** |  |
| **Solution** |  |