On Call: 12 July

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (Invalid package tracking number: nik44 BadRequestAlertException koorier-prod scanReturnPackageByTrackingNumber critical) |
| **Time** | Jul 12, 2024, at 12:26 PM |
| **Cause** | During pathfinder scan invalid tracking number is scanned that why exception occured |
| **Solution** | PR Raised: https://github.com/koorier-inc/koorier-server/pull/1178  This exception is removed from Prometheus and the error message will only reflect on UI side. |

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| **Exception** | 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 13, 2024, at 3:00 AM |
| **Cause** | Through executive control, the package with FINAL\_DELIVERY\_SCAN status changes to LAT\_LNG\_RESOLVE\_FAILED. When considering this package for rebatching, attempting to transition its status from LAT\_LNG\_RESOLVE\_FAILED to ORDER\_BATCH\_READY is not allowed, causing the following exception to be thrown:  "PackageDetails status transition from PARSE\_ERROR\_MANIFEST\_CLIENT to ORDER\_BATCH\_READY: InvalidPackageStatusChangeException." |
| **Solution** | The status should not be changed manual |
| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "com.koorier.domain.DailyRoster.getVehicle()" because "dailyRoster" is null NullPointerException koorier-integ reclaimAllTotes critical) |
| **Time** | Jul 13, 2024, at 4:17 AM |
| **Cause** | The route is associated with roster only when driver is assigned to the route. when crob job run for reclaim totes then it takes daily roster from route without checking daily roster is present or not and trying to fetch vehicle from daily roster and when daily roster is null thats why null pointer exception is occured |
| **Solution** | PR Raised: https://github.com/koorier-inc/koorier-server/pull/1175  added null check for dailyroster |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Invalid mobileNumber :: 535353Error ::Missing or invalid default region. com.google.i18n.phonenumbers.NumberParseException koorier-integ isValidMobileNumber() critical) |
| **Time** | Jul 15, 2024, at 9:52 AM |
| **Cause** | While uploading manifest wrong mobile number is entered i.e 535353 |
| **Solution** | This exception is expected. |

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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 16, 2024, at 7:46 AM |
| **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' thats why getting null pointer exception for package |
| **Solution** | As per discussion in scrum Shubham will work on it. |

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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 16, 2024, at 8:08 AM |
| **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  Added null check condition for package details if package details are null, it will throw invalid tracking number exception on UI side. |

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| **Exception** | koorier-prod |
| **Exception Message** | [FIRING:2] Exception prod.service.koorierinc.net:8443 (No Totes assigned for this package BadRequestAlertException koorier-prod critical) |
| **Time** | Jul 16, 2024, at 11:08 AM |
| **Cause** | While testing parcels from the return terminal are scanned but for returns terminal no totes are assigned thats why the exception is occured. |
| **Solution** | This issue is fixed on integ but PR not merged on prod |

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| **.Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "String.getBytes()" because "b" is null NullPointerException koorier-integ verifyCode critical) |
| **Time** | Jul 16, 2024, at 9:45 AM |
| **Cause** | When driver trying to login and input invalid verification code then getting null pointer exception |
| **Solution** | a.This exception should occur in prometheus  b.Need to handle the error message on server-side with appropriate exception |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:4] Exception server.ssl.koorierinc.net:8443 (com.koorier.web.rest.errors.LatLonResolutionException koorier-integ resolveLatLonForPackages critical) |
| **Time** | Jul 17, 2024, at 6:13 AM |
| **Cause** | In the local address table duplicate addresses found this exception occured due to old data. |
| **Solution** | Need to clean the table from the local database. |