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

On Call: 22May to 29 May  
Summary :   
(Note: duplicate error which are triggered not considered into this sheet)

|  |  |  |
| --- | --- | --- |
| Issue Triggered | Issue Resolved | Issue still are in open state |
| 16 | 15 | 1 |

1. Invalid mobile Number: 9.17558E+11Error ::The string supplied did not seem to be a phone number.

Expectation Time Reported: 22-May-2024 11:47 am IST

Root Cause: If the phone number is invalid, this is logged, and the invalid phone number is returned as-is

Action needs to take: Currently validation is off for mobile number format for India Server,exception should also include the tracking number.

Time Needed to Fix: 1hour

2. updatePackageDetailWithBadMarkedDataFromStreetPerfect : Manifest file BadManifest\_15May1.csv Tracking number MacNC1--a6fc6341-361not found in DB at line 2

Expectation Time Reported: 22-May-2024 12:01 pm IST

Root Cause: When receiving data from Street Perfect, if the tracking ID exceeds 20 characters, it gets truncated. And when we try to save package details with that tracking number in DB this exception occurs.

Action needs to take: As per discussion the tracking number will be fixed in length for all packages so an exception will not occur.

This exception should not be reflected in prometheus.

Time Needed to Fix: 1hour

3. Street Perfect is disabled

Expectation Time Reported: 23-May-2024 06:42 am IST

Root Cause: For India server street perfect is temporarily disabled

Action needs to take: Street perfect is already enabled on PROD and INTEG need to not show exception on alerts manager.

Time Needed to Fix: 1hour

4. Route Status is not valid

Expectation Time Reported: 23-May-2024 11:46 am IST

Root Cause: One user assigned route to driver and driver started his route but UI screen has not refreshed and that time user trying to deassign the driver from route

Action needs to take: This should not be reported to prometheus

Time Needed to Fix: 1hour

5. Invalid Token : com.google.firebase.messaging.FirebaseMessagingException: Requested entity was not found.

Expectation Time Reported: 24-May-2024 9:41 am IST

Root Cause: The most common cause for a FirebaseMessagingException: Requested entity was not found is that the registration token being used is invalid, expired, or has been deleted.

Action needs to take: Execution Exception is not handled in Push Notification Service  
PR raised code merged on PROD

Time Needed to Fix: 1hour

6. Cannot invoke "String.equals(Object)" because the return value of "com.koorier.domain.PackageDetails.getLat()" is null

Expectation Time Reported: 24-May-2024 5:57 am IST

Root Cause: Package Lat, Lon are null but in code there is check applied on package.getLat().equals('NA') that is the reason for NullPointerException

Action needs to take: Added null checks to prevent from NullPointerException

Time Needed to Fix: 1hour

7. BadRequestAlertException: Driver is not present in Today's Roster.

Expectation Time Reported: 24-May-2024 04:38 am IST

Root Cause: getting exception on alert manager

Action needs to take: If duty is not assigned in today roster for driver, then it should not go to alert manager

Time Needed to Fix: 1hour

8. INVALID STATE :: Package Details status transition from PACKAGE\_SCANNED to :: PROCESSED\_STREET\_PERFECT\_NOT\_CORRECTED

Expectation Time Reported: 27-May-2024 11:59 am IST

Root Cause: Package scanned when its status is in LOADED state

Action needs to take: if loaded package scanned then status became package scanned and during latlon resolution this state validation error has been came.

Time Needed to Fix: 1hour

9. IncorrectResultSizeDataAccessException :: query did not return a unique result: 3; nested exception is javax.persistence.NonUniqueResultException: query did not return a unique result: 3

Expectation Time Reported: 27-May-2024 12:02 pm IST

Root Cause: While creating roaster with cron job logic was broken it creates multiple roasters for same driver

Action needs to take: pr raised on integ

Time Needed to Fix: 1hour

10. UploadEntityImageToS3 : Could not commit JPA transaction; nested exception is javax.persistence.RollbackException: Error while committing the transaction

Expectation Time Reported: 27-May-2024 01:32 pm IST

Root Cause: An exception occurred in uploadEntityImageToS3 method due to a string storage limit of 2000 characters on the image Data column in the package and route Stop entities.

Action needs to be taken: Remove the limit from those columns and add a Liquibase script to modify these columns.

Time Needed to Fix: 1hour

11. BadRequestAlertException : User not found!

Expectation Time Reported: 27-May-2024 10:06 am IST

Root Cause: user not found exception in generate Secret method should not be report to Prometheus. it's occurred while generating QR code. It is a valid exception.

Action needs to be taken now: it will be thrown using authentication Exception which will not report to Prometheus.

Time Needed to Fix: 1hour

12. createPackageDeatilsFromSSProcessedManifestFile : Manifest file manifest\_1716805438138.csv contains Error with fields in line 74Error ::Index 1 out of bounds for length 1

Expectation Time Reported: 28-May-2024 02:06 am IST

Root Cause: Exception due to manifest validation while we are uploading manifest,

Action needs to be taken now: this should not report to prometheus

Time Needed to Fix: 1hour

13. Failed to send SMS by Telnyx service(Error) :: { "errors": [ { "code": "40305", "title": "Invalid to 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 : 28-May-2024 09:23 AM IST  
  
Root Cause : 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

# 14. Error for retrieving the message details :: { "errors": [ { "code": "10009", "title": "Authentication failed", "detail": "This user has been marked as blocked.", "meta": { "url": "<https://developers.telnyx.com/docs/overview/errors/10009>" } } ] } com.koorier.messaging.service.TelnyxMessageDetailsTrackingService koorier-prod trackScheduledMessages critical

Exception Time Reported : 28-May-2024 02:06 PM IST  
  
Root Cause : This user has been marked as blocked by telnyx  
  
Action need to take : Need to check on telnyx because authentication is failed on telnyx

Pr has been merged on integ   
proper exception throw to user with standard message and telnyx exception strace report to alert manager.  
  
TIme Needed to Fix : 1hour

15. Error in fecthing LAT LON for address : <https://geocode.search.hereapi.com/v1/geocode?apikey=PyZFENyu18fuuzbbBOVEk5F_2dwpKIp-JwsuYt5J_H8&q=Vibgyor+High%2C+NIBM+Road%2C+Dorabjee+Paradise%2C+Near+Palace+Orchards+Extension%2C+Hadapsar%2C+NIBM+Rd%2C+off+Corinthian+Club+Road+Extension%2C+Mohammed+Wadi%2C+Pune%2C+Maharashtra+411060++++PUN411060>

Exception Time Reported : 29-May-2024 08:50 AM IST  
  
Root Cause : Not able to fetch the LAT LON for address on India server.  
  
Action need to take : This has been resolved and it was for only India server.  
  
TIme Needed to Fix : 1hour

16. FetchLatLognHere: Could not commit JPA transaction; nested exception is javax.persistence.RollbackException: Error while committing the transaction

Exception Time Reported : 29-May-2024 11:30 AM IST  
  
Root Cause :   
  
Action need to take :   
  
TIme Needed to Fix :