On Call: 03 July

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| **Exception** | Integ |
| **Exception Message** | Duplicate key L9T (attempted merging values FsaSubZone{id=11124, code='L9T', priority=6, detailName='null', createDate='2023-05-29T15:54:10.411Z[Etc/UTC]', cancelDate='2023-05-29T15:54:10.411Z[Etc/UTC]', lastModified='2023-05-29T15:54:10.411Z[Etc/UTC]'} and FsaSubZone{id=172862, code='L9T', priority=11, detailName='null', createDate='2024-06-19T06:51:27.333561Z[Etc/UTC]', cancelDate='null', lastModified='2024-06-19T06:51:27.333917Z[Etc/UTC]'}) |
| **Time** | 10:41 pm |
| **Cause** | - Shubham PR #1118 involves classifying packages as out of service area by extracting the sub FSA zone from the FSA zone and checking it against the database. - However, the database contains multiple entries for the same FSA subzone, which is causing inaccuracies. |
| **Solution** | - The database needs to be updated to correct these duplicate entries for FSA subzones. |

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| **Exception** | Integ |
| **Exception Message** | [FIRING:2] 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 critical)", |
| **Time** | 3:48 PM |
| **Cause** | The issue arose during the calculation of the route at risk for the batch widget. The calculation utilized the batch's extended end time, which turned out to be null. Previously, there was no check to handle a null value for the extended end time, leading to this problem. |
| **Solution** | The extended end time is available only for routes, not for batches. To resolve this issue, a condition was added to check for the extended end time. A null check has been implemented to ensure that the calculation proceeds correctly even if the extended end time is not available. |

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| **Exception** | Prod |
| **Exception Message** | For input string: "chaturtha"; nested exception is java.lang.NumberFormatException: For input string: "chaturtha" InvalidDataAccessApiUsageException koorier-prod findAllRoutes critical |
| **Time** | 11:30 PM |
| **Cause** | An error is thrown on the live tracking widget when searching by route ID and entering a driver name in the input box. |
| **Solution** | 1. Display a user-friendly message on the UI when this error occurs. 2. Ensure this error is not reported to Prometheus. |

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| **Exception** | Integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Duplicate key Tesco (attempted merging values 1158 and 44508) IllegalStateException koorier-integ getCompanyClientCode critical) |
| **Time** | 4:30 PM |
| **Cause** | In PR: 1120, the UI requires displaying business names and client codes. During the retrieval of manifest data, there's an attempt to create a map using business names as keys and manifest IDs as values. However, multiple manifests can have the same business name. Consequently, when storing data in the map, duplicate keys for the same business name are encountered, leading to issues. |
| **Solution** |  |

| **Exception** | Integ |
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| **Exception Message** | [FIRING:3] Exception server.ssl.koorierinc.net:8443 (Number of stop exceed 200, Max allowed stops in a Route is 200 BadRequestAlertException koorier-integ critical) |
| **Time** | 12:08 pm |
| **Cause** | When creating a batch if the total stops get exceed 200 exception is thrown. |
| **Solution** | This exception should not get reported to Prometheus as we are showing message on UI |

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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** |  |
| **Cause** | When the automatic system route |
| **Solution** |  |

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| **Exception** | Integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (address data not found in address\_cache com.koorier.web.rest.errors.LatLonResolutionException koorier-integ resolveLatLonForPackages critical) |
| **Time** |  |
| **Cause** | When the automatic system route |
| **Solution** |  |