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

On Call : 04 June to 12 June  
Summary :   
(Note : duplicate error which are triggered not considered into this sheet )

**[FIRING:1] Exception 3.136.97.236:8080 (com.koorier.messaging.service.TelnyxMessageDetailsTrackingService koorier-prod trackScheduledMessages critical)**  
  
Solution : PR is merged on integ yet to merged on prod

**Exception 18.118.218.67:8080 (Invalid mobileNumber :: Error ::The string supplied did not seem to be a phone number. com.google.i18n.phonenumbers.NumberParseException koorier-integ isValidMobileNumber() critical)**

Assigned to swapnil ,He is working on it.  
Solution : Decided to mute this exception , exception should not be raised to alert manager  
  
Root cause : if tracking id is. not valid then it throws exception, and it was reported to alert manager this should not be report to alert manager

# **[FIRING:1] Exception 3.136.97.236:8080 (Error for retrieving the message details :: upstream request timeout com.koorier.messaging.service.TelnyxMessageDetailsTrackingService koorier-prod trackScheduledMessages critical)** PR not merged on prod

# **[FIRING:1] InstanceDown 18.118.218.67:8080 (koorier-integ critical)** Cause : PR merrged on integ

# **[FIRING:1] Exception 18.118.218.67:8080 (Cannot invoke "com.koorier.domain.Vehicle.getVehicleOwnerStatus()" because "vehicle" is null NullPointerException koorier-integ reclaimAllTotes critical)**

Raised while testing

# **[FIRING:1] Exception 3.138.202.42:8080 (StreetPerfect is disabled StreetPerfect is disabled koorier-india resolveLatLonFromLocalDbAndHere() critical)** Expected for india server

# **[FIRING:1] Exception 18.118.218.67:8080 (429 Too Many Requests: "{"error":"Too Many Requests","error\_description":"Rate limit for this service has been reached"}<LF>" Sequencing Failed koorier-integ performAsyncOperation() critical)** Raised while testing

# **[FIRING:40] Exception 18.118.218.67:8080 (koorier-integ critical)- error\_message = updatePackageDetailWithBadMarkedDataFromStreetPerfect : Manifest file MunciplDBTesting1.csv Tracking number yogita10--317bd7dc-dnot found in DB at line 38**

Cause:   
When a duplicate manifest is uploaded (same tracking number) , then we append the UID to tracking number   
Because of that tracking number length get exceeds 20 letters and then send that manifest to street perfect

Solution: Don't send manifest to street perfect if it is duplicate

# **[FIRING:1] Exception 3.136.97.236:8080 (Break has not started yet. BadRequestAlertException koorier-prod endBreak critical)**

Not implemented yet  
Solution : This exception should not raised a alert