**Alert list: 24th July to 31st July**

1. [Exception 3.138.202.42:8080 (StreetPerfect is disabled StreetPerfect is disabled koorier-india resolveLatLonFromLocalDbAndHere() critical)](https://koorier.pagerduty.com/alerts/Q215E1FM1N5CRT)

Time Reported : Jul 24, 2024 at 7:10 PM

RC: Expected exception

Action: NA

TIme Needed to Fix : NA

2. [Exception server.ssl.koorierinc.net:8443 (Invalid mobileNumber :: 9.20E+11Error ::The string supplied did not seem to be a phone number. com.google.i18n.phonenumbers.NumberParseException koorier-integ isValidMobileNumber() critical)](https://koorier.pagerduty.com/alerts/Q0X12OMTPL1U2Q)

Time Reported : Jul 25, 2024 at 7:11 AM

RC: Incorrect mobile number format in manifest

Action need to take: Mute the exception as UI throws the error.

TIme Needed to Fix : Fixed on 29th

3. [InstanceDown server.ssl.koorierinc.net:8443 (koorier-integ critical)](https://koorier.pagerduty.com/alerts/Q147ILUPZ6LQDK)

Time Reported : Jul 25, 2024 at 8:28 AM

RC: Down after PR merge

Action need to take: Confirmed the PR merge.

TIme Needed to Fix : NA

4. [Exception server.ssl.koorierinc.net:8443 (could not extract ResultSet; SQL [n/a]; nested exception is org.hibernate.exception.SQLGrammarException: could not extract ResultSet InvalidDataAccessResourceUsageException koorier-integ critical)](https://koorier.pagerduty.com/alerts/Q2YS9H7VQDLPVR)

Expectation Time Reported : Jul 25, 2024 at 8:34 AM

RC: this exception was cause on 25th of july when the PR that harshad raised failed the build. The build failed beacuse an additional column was added in the daily roaster table. The sql file was icluded in the PR but the file was not added in masterlog file. So when we accessed Driver Roaster widget, the new field was accessed but it was not available as the entry as missing in masterlog.

Action need to take:

TIme Needed to Fix : 30th

5. [Exception server.ssl.koorierinc.net:8443 (InvalidPackageStatusChangeException koorier-integ saveAPackageAndGenerateEvent critical)](https://koorier.pagerduty.com/alerts/Q1J4LTISF9F9D3)

Expectation Time Reported : Jul 26, 2024 at 3:51 AM

RC: This exception is caused while testing when the supervisor profile tried to change the package status from one state to other (ex:- ORDER\_CANCELED\_CLIENT to ORDER\_CANCELED\_CUSTOMER, ORDER\_CANCELED\_CLIENT to ORDER\_MAX\_ATT, ORDER\_CANCELED\_CLIENT to ORDER\_REBATCH\_READY, etc)

Action need to take: Expected

TIme Needed to Fix : TBD-----Shall we mute this alert ?

6. [Exception server.ssl.koorierinc.net:8443 (No value present Sequencing Failed koorier-integ HereMapCallbackService() critical)](https://koorier.pagerduty.com/incidents/Q2VS0D7RHXK6UQ)

Expectation Time Reported : Jul 26, 2024 at 8:02 AM

RC: The planned route start time was found to be "0241-02-07 10:08:00" in the daily route table. This caused sequenicng failure. This might have happened during automation testing as in the audit log the modified by automation admin corresponded to the entity id . 30th

Action: caused by automation

TIme Needed to Fix : TBD Omkar

7. [Exception prod.service.koorierinc.net:8443 (No Totes assigned for this package BadRequestAlertException koorier-prod critical)](https://koorier.pagerduty.com/incidents/Q2ZZJ7OK34I37B)

Expectation Time Reported : Jul 26, 2024 at 9:16 PM

RC: (ToteReclaimed using ring scanner -> Tote getting null for pckages ->when package is scanned using Pathfinder ,condition check for tote -> Raised Exception )Expected exception to notify client side but do not raise alert on alert manager. BadRequestAlertException is replace with ToteException (customised exception class) so alert manager will not received alerts

Action: Fixed. Removed alert and notify on UI

TIme Needed to Fix : 26th .

8. [Exception prod.service.koorierinc.net:8443 (INVALID STATE :: PackageDetails status transition from PARCEL\_DEL\_UNSC\_ACC\_OTHER to :: ORDER\_BATCH\_READY InvalidPackageStatusChangeException koorier-prod critical)](https://koorier.pagerduty.com/incidents/Q0159CJ81M1NW2)

Expectation Time Reported : Jul 28, 2024 at 3:00 AM

RC: this Exception is caught when package with PARCEL\_DEL\_UNSC\_ACC\_OTHER is updated to ORDER\_BATCH\_READY through Execution Control---**Add New RCA DriverApp-Corresponding String ?**

Action need to take: RCA done

TIme Needed to Fix : Fixed, TBD Harshad

9. [Exception server.ssl.koorierinc.net:8443 (Failed to send SMS by Telnyx service(Error) :: { "errors": [ { "code": "20012", "title": "Account inactive", "detail": "The request cannot be fulfilled because your account has been deactivated. It may be out of funds.", "meta": { "url": "https://developers.telnyx.com/docs/overview/errors/20012" } } ] } Failed to send SMS by Telnyx service koorier-integ sendMessage() critical)](https://koorier.pagerduty.com/incidents/Q2W6D3CS0V2ZZD)

Time Reported : Jul 30, 2024 at 5:31 AM

RC: Telenyx account was disabled due to insufficient balance.

On 30-july Telenyx account was recharged

Action: Cheked again. Received again on 31st 8.26AM. Need to recharge again.

TIme Needed to Fix : Not Fixed, Harshad

10 [[Firebase] [Test Alert] This is a test alert for your Firebase project Koorier](https://koorier.pagerduty.com/incidents/Q1NL2LD01RV8JF) --Test alert

Crashes: Owner- Samruddhi

DriverApp: 4 – RCA Done. Yet to be fixed.

1. StandardMethodCodec.decodeEnvelope> Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError

PlatformException(error, No active stream to cancel, null, null). Error thrown while de-activating platform stream on channel com.koorier.qr.scanner/scanner/event.

1. HomeScreenState.onSuccessScanned> Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError

Null check operator used on a null value

1. CameraController.\_initializeWithDescription> Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError
2. RenderBox.hitTest.<fn>> Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError

Cannot hit test a render box with no size.