Pager Duty: <https://koorier.pagerduty.com/incidents>

On Call: 30th May – 5th June

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| --- | --- | --- |
| Issue Triggered | Issue Resolved | Issue in open state |
| 10 | 9 | 1 (10th) |

1. InstanceDown 18.118.218.67:8080 (koorier-integ critical)

Incident #674

Exception Time: May 30, 2024 at 1:59 PM

Root Cause: This was due to ongoing deployment.

Action Taken: Marked as Resolved due to expected exception. Discussed to have fixed time for deployment.

2. Exception 3.136.97.236:8080 (Error for retrieving the message details :: upstream request timeout com.koorier.messaging.service.TelnyxMessageDetailsTrackingService koorier-prod trackScheduledMessages critical)

May 30, 2024 at 3:32 PM

Root Cause: Fix done on integ, yet to be merged on Prod.

Action Taken: Message stopped on integ for time being.

# 3. Exception 3.136.97.236:8080 (Error for retrieving the message details :: upstream request timeout com.koorier.messaging.service.TelnyxMessageDetailsTrackingService koorier-prod trackScheduledMessages critical)

May 31, 2024 at 4:04 AM

Root Cause:

Action Taken: Code yet to merged on prod.

# 4. Exception 3.136.97.236:8080 (com.google.firebase.messaging.FirebaseMessagingException: Requested entity was not found. ExecutionException koorier-prod sendMessageToToken critical)

Root Cause:

Action Taken:

# 5. Exception 3.138.202.42:8080 (StreetPerfect is disabled StreetPerfect is disabled koorier-india resolveLatLonFromLocalDbAndHere() critical)

Root Cause: Expected exception

Action Taken: Decided not to mute the exception.

# 6. Exception 3.136.97.236:8080 (query did not return a unique result: 2; nested exception is javax.persistence.NonUniqueResultException: query did not return a unique result: 2 IncorrectResultSizeDataAccessException koorier-prod updateDuty critical)

Root Cause: Roster> 2 entries for a single driver

Action Taken: Fixed on integ.

# 7. Exception 3.136.97.236:8080 (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-prod sendScheduledMessages() critical)

Root Cause: Code not merged on Prod.

Action Taken: Expected exceptoin as of now.

# 8. 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)

Root Cause: Manifest upload with Incorrect phone number format.

Action Taken: Decided to keep the exception as its associated with HVI.

# 9. Exception 3.136.97.236:8080 (Could not commit JPA transaction; nested exception is javax.persistence.RollbackException: Error while committing the transaction TransactionSystemException koorier-prod uploadEntityImageToS3 critical)

Root Cause: Issue on uploading image to S3

Action Taken: Fixed

10. Exception 18.118.218.67:8080 (koorier-integ critical)error\_message = Missing or incorrect headers : [TrackingID]

Root Cause: Uploaded the manifest without tracking ID header in manufest.

Action Taken: Decided to mute the exception. Swapnil is working on it.