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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Could not commit JPA transaction; nested exception is javax.persistence.RollbackException: Error while committing the transaction TransactionSystemException koorier-integ uploadEntityImageToS3 critical) |
| **Time** |  |
| **Cause** | The exception occurred because the temporary folder was full, preventing new images from being stored temporarily for processing. To resolve this, the temporary folder has been cleared, creating sufficient space for new images. |
| **Solution** | Temporary Solution : Clean tmp folder Solution Suggest : Write a cron job to clear temp folder  Add alert if disk space is full on ec2 |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Route Satatus is not valid BadRequestAlertException koorier-integ updateDuty critical)  - 05 August 11 :25 PM IST  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - error\_message = Route Satatus is not valid  - method\_name = updateDuty |
| **Time** |  |
| **Cause** | this exception is occured when route with status other than "ROUTE\_CREATED", "ROUTE\_ASSIGNED","DRIVER\_DECLINED" is assign to driver in /daily-roasters/{routeId}/driver/{driverId} API dailyRosterService.updateDuty() method their are few route with ROUTE\_COMPLETE status get into LOADED state like (234502)  mention in autdit log |
| **Solution** |  |

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| **Exception** | koorier-integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "com.koorier.domain.PackageDetails.setIsBusinessLocationVerified(java.lang.Boolean)" because "packageDetails" is null NullPointerException koorier-integ verifyLocationTypeService critical) |
| **Time** |  |
| **Cause** | Raised due to testing  When lokesh is testing new implementation tracking number is sent as undefined in API due to which error is thrown |
| **Solution** | Not needed |

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| **Exception** | koorier-integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = Format specifier '%s'  - exception\_type = MissingFormatArgumentException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = updateAll |
| **Time** |  |
| **Cause** | when route makes transition from LOADED to STARTED state telnyx message service send the message to customer in message template their is one extra argument "ETA" which is not required because of which the exception is thrown |
| **Solution** | Update message template and remove unnecessary format specifier |

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| **Exception** | koorier-integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = No error message propagated from method createRouteSummaryForScannedtoteIds  - exception\_type = NullPointerException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = createRouteSummaryForScannedtoteIds  - severity = critical  Annotations:  - description = server.ssl.koorierinc.net:8443 of job koorier-integ has reported exception  - title = Instance server.ssl.koorierinc.net:8443 has reported exception |
| **Time** |  |
| **Cause** | RouteSummaryService -> createRouteSummaryForScannedtoteIds() ->line325>.collect(Collectors.toMap(Tote::getToteId, Tote::getTotalPackages));here Tote getting null  Assumption  thier are few routes with ROUTE\_CREATED state on Routing widget with no tote assigned to it |
| **Solution** |  |

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| **Exception** | koorier-integ |
| **Exception Message** | Labels:  - alertname = Exception  - error\_message = 422 Unprocessable Entity: "{"error":"RecordInvalid","description":"Record validation errors","details":{"base":[{"description":"Email: is invalid","error":"InvalidValue","ticket\_field\_id":27681023716891,"ticket\_field\_type":"FieldRegexp"}]}}"  - exception\_type = UnprocessableEntity |
| **Time** |  |
| **Cause** |  |
| **Solution** |  |

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| **Exception** | koorier-integ |
| Exception Message | Labels:  - alertname = Exception  - error\_message = Name is null  - exception\_type = NullPointerException  - instance = server.ssl.koorierinc.net:8443  - job = koorier-integ  - method\_name = updateGeneratedOtpInMessageDetails  - severity = critical |
| **Time** |  |
| **Cause** | The route was created early morning and was rejected at 8:30 am. but the route was in started state and the driver was using the route on driver app. When the route was system rejected, all the packages are removed. When the driver tried to resend OTP for an rejected route, the rejected roue status was not used in the message event ENUM. So the message event name was found null and an exception was thrown. |
| **Solution** | Modified the function by adding an extra parameter i.e., messaging event. We now pass the ROUTE\_STARTED messaging event and enclose the code in try-catch block and raise an alert on Prometheus as email send failed. |

**Crash Analytics**

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|  | **Crashes** | **Reason** | **Status** |
| **1** | [MyAppState.routeDeassignRequest io.flutter.plugins.firebase.crashlytics.FlutterError - No ScaffoldMessenger widget found.](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/0ea2e653f52093b95777346b72b06736?time=last-seven-days) | from local device During implementation of  notification tab. | **Closed** |
| **2** | [ShipmentDetailWithfileState.setValue  Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Error: Could not find the correct Provider<OtpUnavailableProvider> above this Consumer<OtpUnavailableProvider> Widget](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/662159b9a378d240aead8aaf69e9f000?time=last-seven-days) | OtpUnavailableProvider was  not added in main.dart | **Closed** |
| **3** | [new ErrorModel.fromJson io.flutter.plugins.firebase.crashlytics.FlutterError - type 'Null' is not a subtype of type 'String'](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/2fe3a6515d65fd00978ad7cd7fac98d3?time=last-seven-days) | assign a null value to a variable  or parameter that expects a  non-nullable type. | **Closed** |
| **4** | [Provider.\_inheritedElementOf  io.flutter.plugins.firebase.crashlytics.FlutterError - Bad state: No element. Error thrown during a scheduler callback.](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/602ee296a1a4b855944ef4d82f08df48?time=last-seven-days) | access an element from an  empty collection | **Closed** |
| **5** | [StandardMethodCodec.decodeEnvelope io.flutter.plugins.firebase.crashlytics.FlutterError - PlatformException(error, No active stream to cancel, null, null)](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/e7aeb743a846c783173a8575f6ad391e?time=last-seven-days) | Platform exception | **Closed** |
| **6** | [APIService.routeDeassignEvent io.flutter.plugins.firebase.crashlytics.FlutterError - FormatException: Unexpected end of input (at character 1) ^](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/868b3a1b07c7f2a95a4fe505ececff1c?time=last-seven-days) | Format Exception | **Closed** |
| **7** | [APIService.generateOtp io.flutter.plugins.firebase.crashlytics.FlutterError - ClientException with SocketException: Connection refused](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/67c613fa1f4a9d40d44aa8443e3ae1bd?time=last-seven-days) | When PR is merged on integ and some action is performed on driver app | **Closed** |
| **8** | [\_OTPScreenState.\_validateOTP io.flutter.plugins.firebase.crashlytics.FlutterError - Bad state: No element. Error thrown while handling a gesture.](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/0f2c6138788083093eb9a3d4278b97c1?time=last-seven-days) | access an element in a  collection that was empty | **Closed** |
| **9** | [\_OtpUnavailableState.\_utilityconne Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  LateInitializationError: Field '\_utility@193380900' has not been initialized.. Error thrown building Consumer<ShipmentDetailProvider>(dirty, dependencies: [\_InheritedProviderScope<ShipmentDetailProvider?>, \_LocalizationsScope-[GlobalKey#02c53]]).](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/ea897e7b5a79647166763ab2a96adb68?time=last-seven-days) | object of Utility not initialized | **Closed** |
| **10** | [LoginScreenState.moveToNext io.flutter.plugins.firebase.crashlytics.FlutterError - Null check operator used on a null value](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/389373be378d19cc833d772c23e4b047?time=last-seven-days) | Null check operator used on a null value | **Closed** |
| **11** | [SignatureScreenState.initState   Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Bad state: No element. Error thrown building Builder.](https://console.firebase.google.com/project/koorier-89aef/crashlytics/app/android:com.koorier.driver_app/issues/559109d6786a32ed8bac736c78f87e8e?time=last-seven-days) | access an element from an  empty collection | **Closed** |
| **12** | \_MyDrawerState.showNotificationDialog.<fn>.<fn> Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Looking up a deactivated widget's ancestor is unsafe. At this point the state of the widget's element tree is no longer stable. To safely refer to a widget's ancestor in its dispose() method, save a reference to the ancestor by calling dependOnInheritedWidgetOfExactType() in the widget's didChangeDependencies() method. | widget is trying to access its ancestor in the widget tree during the dispose () method | **Closed** |
| **13** | \_OTPScreenState.updatePackageStatus Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Bad state: No element. Error thrown while handling a gesture. | access an element from an  empty collection | **Closed** |