**21st Aug On Call document.**

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| **Exception** 1 | Prod |
| **Exception Message** | [FIRING:1] Exception prod.service.koorierinc.net:8443 (No enum constant com.koorier.domain.enumeration.PackageStatus.CORRECT\_ROLLER\_CAGE\_ID\_SCANNED-A1 IllegalArgumentException koorier-prod getPackageTrackingInformation critical) |
| **Time** | 16th |
| **Cause** | Field was static. |
| **Solution** | In Progress-Rutvik |

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| **Exception** 2 | Integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (INVALID STATE :: DailyRoute status transition from ROUTE\_COMPLETE to :: ROUTE\_SCANNED InvalidDailyRouteStatusChangeException koorier-integ updateRouteStatus critical) |
| **Time** | 14th |
| **Cause** | Occured during Automation Testing- Fired wrong API |
| **Solution** | Corrected automation script |

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| **Exception** 3 | Integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (INVALID STATE :: PackageDetails status transition from SCAN\_AT\_ROUTE\_STOP to :: PARCEL\_DEL\_SUCC\_CSGNE InvalidPackageStatusChangeException koorier-integ updateRouteSummary critical) |
| **Time** | 14th |
| **Cause** | Due to Offline mode testing. |
| **Solution** | No solution as of now- Harshad (Offline mode IP) |

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| **Exception** 4 | Integ |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Parameter value element [ORDER\_BATCH\_READY] did not match expected type [com.koorier.domain.enumeration.PackageStatus (n/a)]; nested exception is java.lang.IllegalArgumentException: Parameter value element [ORDER\_BATCH\_READY] did not match expected type [com.koorier.domain.enumeration.PackageStatus (n/a)] InvalidDataAccessApiUsageException koorier-integ createBatches critical) alert |
| **Time** | 20th |
| **Cause** |  |
| **Solution** | Rutvik |

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| **Exception** 5 |  |
| **Exception Message** | [FIRING:1] Exception server.ssl.koorierinc.net:8443 (Cannot invoke "com.koorier.domain.DailyRoster.getDriver()" because "roster" is null NullPointerException koorier-integ updateSignatureAttribute critical) alert |
| **Time** | 20th |
| **Cause** | Exception due to empty roster. |
| **Solution** | Harshad |

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| **Exception** 6 | Integ |
| **Exception Message** | [FIRING:1] 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) alert |
| **Time** | 20th |
| **Cause** | ExtendedEndTime is null.Route Rejected is Updated through Executive Control—Old cause. |
| **Solution** | Harshad |

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| **Exception** 7 | Prod |
| **Exception Message** | koorier\_counter\_exception\_total{error\_message="The back file failed to upload to S3 at this time(hr) :: 20-08-24\_09", exception\_type="DB Backup Failed", instance="prod.service.koorierinc.net:8443", job="koorier-prod", method\_name="verifyBackupFiles()"} |
| **Time** | 21st |
| **Cause** | Need to setup for lifecycle. |
| **Solution** | Swapnil |

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| **Exception** 8 | Prod |
| **Exception Message** | koorier\_counter\_exception\_total{error\_message="createPackageDeatilsFromSSProcessedManifestFile : Manifest file 13Aug.csv contains Error with fields in line 11Error ::Index 1 out of bounds for length 1", exception\_type="com.koorier.web.rest.errors.StreetPerfectException", instance="prod.service.koorierinc.net:8443", job="koorier-prod", method\_name="createPackageDeatilsFromSSProcessedManifestFile"} |
| **Time** | 21st |
| **Cause** | This was caused during automation when the tracking number which is generated radomly, length exceeded the set limit for street perfect. |
| **Solution** | Rutvik |

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| **Exception** 9 | Prod |
| **Exception Message** | koorier\_counter\_exception\_total{error\_message="Manifest file 13Aug\_Prod.csv contains {} DUPLICATE package tracking IDs 10", exception\_type="com.koorier.web.rest.errors.BadManifestException", instance="prod.service.koorierinc.net:8443", job="koorier-prod", method\_name="identifyAndMarkDuplicatesFromDB"} |
| **Time** | 21st |
| **Cause** |  |
| **Solution** | Rutvik |

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| **Exception** 10 | Integ |
| **Exception Message** | koorier\_counter\_exception\_total{error\_message="INVALID STATE :: PackageDetails status transition from ORDER\_BATCH\_READY to :: PROCESSED\_MANUAL\_CORRECTED", exception\_type="InvalidPackageStatusChangeException", instance="server.ssl.koorierinc.net:8443", job="koorier-integ", method\_name="updatePackageAddress"} |
| **Time** | 21st |
| **Cause** |  |
| **Solution** | Rutvik |

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| **Exception** 11 |  |
| **Exception Message** | api - https://server.ssl.koorierinc.net:8443/api/package-details/signature-only/eis10  payload - false  error - "detail": "Cannot invoke \"com.koorier.domain.DailyRoster.getDriver()\" because \"roster\" is null", |
| **Time** | 21st |
| **Cause** | this exception is cause beacause the driver is not present in driver roster. This is an old route. When we update the attribute, we send a notification to the driver about updation in the attribute so we try to fetch the driver from the roster. but it is not present so null value is thrown. |
| **Solution** | Fixed-Omkar |

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|  | **Driver App Crashes ( 15-21st)** |
| 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. |
| 2 | RenderBox.hitTest.<fn>> Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Cannot hit test a render box with no size. |
| 3 | LoginScreenState.moveToNext  io.flutter.plugins.firebase.crashlytics.FlutterError - Null check operator used on a null value. |
| 4 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Invalid argument(s): Illegal argument in isolate message: object is unsendable - Library:'dart:isolate' Class: \_Timer@1026248 (see restrictions listed at `SendPort.send()` documentation for more information) <- \_connectivityUtil in Instance of 'MyAppState' (from package:driver\_app/main.dart) <- field this in MyAppState.runTaskWithIsolate (from package:driver\_app/main.dart) |

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| 5 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Invalid argument(s): Illegal argument in isolate message: object is unsendable - Library:'dart:isolate' Class: \_Timer@1026248 (see restrictions listed at `SendPort.send()` documentation for more information) <- \_connectivityUtil in Instance of 'MyAppState' (from package:driver\_app/main.dart) <- field this in MyAppState.executeCallApisInIsolate.<anonymous closure> (from package:driver\_app/main.dart) |
| 6 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Invalid argument(s): Illegal argument in isolate message: object is unsendable - Library:'dart:isolate' Class: \_Timer@1026248 (see restrictions listed at `SendPort.send()` documentation for more information) <- \_connectivityUtil in Instance of 'MyAppState' (from package:driver\_app/main.dart) <- field this in MyAppState.\_backgroundTask (from package:driver\_app/main.dart) |
| 7 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  Invalid argument(s): Illegal argument in isolate message: object is unsendable - Library:'dart:isolate' Class: \_Timer@1026248 (see restrictions listed at `SendPort.send()` documentation for more information) <- \_connectivityUtil in Instance of 'MyAppState' (from package:driver\_app/main.dart) <- field this in MyAppState.runTaskWithCompute (from package:driver\_app/main.dart) <- field callback in compute.<anonymous closure> (from package:flutter/src/foundation/\_isolates\_io.dart) <- resultPort in Instance of '\_RemoteRunner<List<RequestHistory>>' (from dart:isolate) |
| 8 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  This widget has been unmounted, so the State no longer has a context (and should be considered defunct). Consider canceling any active work during "dispose" or using the "mounted" getter to determine if the State is still active. |
| 9 | Fatal Exception: io.flutter.plugins.firebase.crashlytics.FlutterError  RangeError (index): Invalid value: Not in inclusive range 0..7: 8. Error thrown building NearbyParcelsDialog(dirty, dependencies: [\_LocalizationsScope-[GlobalKey#01bcb]], state: NearbyParcelsDialogState#6aa30). |