

Report Title: Incident Info

Date and Time: 2025-06-06 09:30 Pacific Daylight Time

Run by: Incident Bot

### ***Incident***

Number: I401 Reporting Channel: Internal  
Caller: Service Monitor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Timeout Priority: 1 (High)  
Service Impacted: Messaging Layer Customer Impact: Yes

### ***Summary:***

IdleStateHandler triggered due to missing heartbeat messages.

### ***Description:***

Netty's IdleStateHandler fired a reader idle timeout due to absence of client heartbeats.

### ***Resolution***

Resolved by: Support Team Start Time: 2025-06-06 09:30 PDT  
Customer Resolution Time: 2025-06-06 09:45 PDT  
Resolution Time: 2025-06-06 09:45 PDT

### ***Resolution notes:***

Heartbeat scheduler was restarted, and a retry mechanism was implemented with logging.

### ***5 Why's:***

1. Why did the server disconnect the client? No data received in the configured timeout.
2. Why wasn't data received? Client failed to send heartbeats.
3. Why did the client miss heartbeats? Scheduled executor thread crashed.
4. Why did the crash go unnoticed? No monitoring or fallback thread was in place.
5. Why wasn't it monitored? Heartbeat was assumed reliable due to previous stability.

### ***Exception Stacktrace:***

```
io.netty.handler.timeout.ReadTimeoutException
at io.netty.handler.timeout.IdleStateHandler.channelIdle(IdleStateHandler.java:395)
at io.netty.handler.timeout.IdleStateHandler$AbstractIdleTask.run(IdleStateHandler.java:480)
at io.netty.util.concurrent.ScheduledFutureTask.run(ScheduledFutureTask.java:170)
at io.netty.channel.DefaultEventLoop.run(DefaultEventLoop.java:54)
at io.netty.util.concurrent.SingleThreadEventExecutor$4.run(SingleThreadEventExecutor.java:989)
at io.netty.util.internal.ThreadExecutorMap$2.run(ThreadExecutorMap.java:74)
at java.base/java.lang.Thread.run(Thread.java:829)
```

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### ***Incident***

Number: I402 Reporting Channel: Internal  
Caller: Service Monitor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Timeout Priority: 1 (High)  
Service Impacted: Messaging Layer Customer Impact: Yes

### ***Summary:***

IdleStateHandler writer timeout due to blocked server response thread.

### ***Description:***

Server failed to send output due to thread being blocked by a database timeout.

### ***Resolution***

Resolved by: Support Team Start Time: 2025-06-06 09:30 PDT  
Customer Resolution Time: 2025-06-06 09:45 PDT  
Resolution Time: 2025-06-06 09:45 PDT

### ***Resolution notes:***

Non-blocking async DB access introduced and thread monitoring alerts added.

### ***5 Why's:***

1. Why did write timeout occur? No response sent to client in time.
2. Why was no response sent? Thread was waiting on DB response.
3. Why was DB slow? Query was unindexed and long-running.
4. Why wasn't it optimized? Dev assumed small dataset in staging.
5. Why was staging config used in prod? Rollout script reused without overrides.

### ***Exception Stacktrace:***

```
io.netty.handler.timeout.WriteTimeoutException
at io.netty.handler.timeout.WriteTimeoutHandler.writeTimedOut(WriteTimeoutHandler.java:139)
at io.netty.handler.timeout.WriteTimeoutHandler.access$200(WriteTimeoutHandler.java:38)
at
at io.netty.handler.timeout.WriteTimeoutHandler$WriteTimeoutTask.run(WriteTimeoutHandler.java:172)
at io.netty.util.concurrent.PromiseTask.runTask(PromiseTask.java:98)
at io.netty.util.concurrent.ScheduledFutureTask.run(ScheduledFutureTask.java:170)
at io.netty.channel.nio.NioEventLoop.run(NioEventLoop.java:500)
at io.netty.util.concurrent.SingleThreadEventExecutor$4.run(SingleThreadEventExecutor.java:989)
```

at io.netty.util.internal.ThreadExecutorMap\$2.run(ThreadExecutorMap.java:74)

Report Title: Incident Info

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### ***Incident***

Number: I403 Reporting Channel: Internal  
Caller: Service Monitor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Timeout Priority: 1 (High)  
Service Impacted: Messaging Layer Customer Impact: Yes

### ***Summary:***

IdleStateHandler all-idle event triggered due to silent packet drop by firewall.

### ***Description:***

TCP connection appeared active, but no traffic passed due to misconfigured intermediate firewall.

### ***Resolution***

Resolved by: Support Team Start Time: 2025-06-06 09:30 PDT  
Customer Resolution Time: 2025-06-06 09:45 PDT  
Resolution Time: 2025-06-06 09:45 PDT

### ***Resolution notes:***

Enabled application pings and TCP keepalives. Updated firewall rules.

### ***5 Why's:***

1. Why was IdleStateEvent triggered? No data sent or received.
2. Why no traffic? Packets silently dropped.
3. Why dropped? NAT timeout expired and firewall blocked without notice.
4. Why wasn't TCP closed? NAT didn't send RST.
5. Why wasn't this caught? No end-to-end health checks were in place.

### ***Exception Stacktrace:***

```
io.netty.handler.timeout.IdleStateEvent  
at io.netty.handler.timeout.IdleStateHandler.channelIdle(IdleStateHandler.java:423)  
at io.netty.handler.timeout.IdleStateHandler$AllIdleTimeoutTask.run(IdleStateHandler.java:497)  
at io.netty.util.concurrent.PromiseTask.runTask(PromiseTask.java:98)  
at io.netty.util.concurrent.ScheduledFutureTask.run(ScheduledFutureTask.java:170)  
at io.netty.channel.DefaultEventLoop.run(DefaultEventLoop.java:54)  
at io.netty.util.concurrent.SingleThreadEventExecutor$4.run(SingleThreadEventExecutor.java:989)
```

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### ***Incident***

Number: I404 Reporting Channel: Internal  
Caller: Service Monitor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Timeout Priority: 1 (High)  
Service Impacted: Messaging Layer Customer Impact: Yes

### ***Summary:***

IdleStateHandler fired due to too short a timeout value configured.

### ***Description:***

Clients were disconnected during normal use because the idle threshold was shorter than message frequency.

### ***Resolution***

Resolved by: Support Team Start Time: 2025-06-06 09:30 PDT  
Customer Resolution Time: 2025-06-06 09:45 PDT  
Resolution Time: 2025-06-06 09:45 PDT

### ***Resolution notes:***

Timeout thresholds were raised, and behavior verified with synthetic tests.

### ***5 Why's:***

1. Why were clients disconnected? Idle timeout fired too early.
2. Why too early? Clients were active, but messages came in longer intervals.
3. Why was interval longer? By design of client polling model.
4. Why was timeout so low? Inherited from internal microservice template.
5. Why wasn't it reviewed? No load simulation before deployment.

### ***Exception Stacktrace:***

```
io.netty.handler.timeout.IdleStateEvent  
at io.netty.handler.timeout.IdleStateHandler.channelIdle(IdleStateHandler.java:400)  
at io.netty.handler.timeout.IdleStateHandler$ReaderIdleTimeoutTask.run(IdleStateHandler.java:457)  
at io.netty.util.concurrent.PromiseTask.runTask(PromiseTask.java:98)  
at io.netty.util.concurrent.ScheduledFutureTask.run(ScheduledFutureTask.java:170)  
at io.netty.channel.DefaultEventLoop.run(DefaultEventLoop.java:54)  
at io.netty.util.concurrent.SingleThreadEventExecutor$4.run(SingleThreadEventExecutor.java:989)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I700000000 Reporting Channel: Internal  
Caller: Vanessa Raymond Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Sarah Richardson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

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Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000001 Reporting Channel: Internal

Caller: Barbara King Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Amanda Brown Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

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### ***Incident***

Number: I70000002 Reporting Channel: Internal

Caller: Robert Sanders Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Laurie Pham Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



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### ***Incident***

Number: I70000003 Reporting Channel: Internal

Caller: Ashley Abbott Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Elizabeth Rose Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000004 Reporting Channel: Internal

Caller: James Richardson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Robert Moore Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

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Run by: Incident Engine

### ***Incident***

Number: I70000005 Reporting Channel: Internal  
Caller: Michael Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kimberly Curry Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000006 Reporting Channel: Internal  
Caller: Timothy Nixon Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Andrew Gordon Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000007 Reporting Channel: Internal  
Caller: Charles Weaver Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Nicole Yoder Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000008 Reporting Channel: Internal  
Caller: Amy Cooper Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Carol Johnson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000009 Reporting Channel: Internal  
Caller: Maria Williams Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: David Snyder Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000010 Reporting Channel: Internal

Caller: Devin Carr Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jeffrey Perry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000011 Reporting Channel: Internal  
Caller: Matthew Moore Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Andrew Nelson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000012 Reporting Channel: Internal

Caller: Lisa Gregory Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Courtney Wilson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000013 Reporting Channel: Internal

Caller: Jesus Adkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Matthew Dodson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000014 Reporting Channel: Internal

Caller: Brooke Alexander Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christopher Gomez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000015 Reporting Channel: Internal

Caller: Aimee Crosby Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Misty Coffey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000016 Reporting Channel: Internal  
Caller: Ashley Shaw Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Cindy Montgomery Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000017 Reporting Channel: Internal

Caller: Anthony Medina Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kenneth Wagner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000018 Reporting Channel: Internal  
Caller: Jared Dunn Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kevin King Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000019 Reporting Channel: Internal  
Caller: Megan Jensen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Michelle Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000020 Reporting Channel: Internal

Caller: Jon Curry Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Amanda Bass Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000021 Reporting Channel: Internal

Caller: Ronnie Tate Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jose Baker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000022 Reporting Channel: Internal

Caller: Michael Figueroa Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Kevin Henry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000023 Reporting Channel: Internal

Caller: James Conner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: William Sutton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000024 Reporting Channel: Internal  
Caller: Timothy Adams Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Mrs. Latasha Colon Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000025 Reporting Channel: Internal  
Caller: Michael Knight Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Steven Hayes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000026 Reporting Channel: Internal  
Caller: Douglas Delgado Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Lisa Holmes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000027 Reporting Channel: Internal

Caller: Walter Grant Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kimberly Martinez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000028 Reporting Channel: Internal

Caller: Ashley Armstrong Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Brandon Parker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalArgumentException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000029 Reporting Channel: Internal

Caller: Aaron Shepherd Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Ryan Mathis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000030 Reporting Channel: Internal

Caller: Linda Charles Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Geoffrey Jennings Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000031 Reporting Channel: Internal

Caller: Dana Lee Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kristin Montes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000032 Reporting Channel: Internal

Caller: Amy Sanchez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Tiffany Jimenez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000033 Reporting Channel: Internal

Caller: Scott Tran Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Charles Castillo Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000034 Reporting Channel: Internal  
Caller: Brian Greer Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Robert Morgan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000035 Reporting Channel: Internal

Caller: Eric Macias Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Stephen Murillo Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000036 Reporting Channel: Internal  
Caller: Vanessa Bennett Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Joy Jenkins Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000037 Reporting Channel: Internal

Caller: Teresa Hudson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kathleen White Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000038 Reporting Channel: Internal

Caller: Michael Summers Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Stephanie Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000039 Reporting Channel: Internal  
Caller: Matthew Bauer Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: James Diaz Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000040 Reporting Channel: Internal

Caller: Stacey Welch Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kimberly King MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000041 Reporting Channel: Internal

Caller: Vanessa Moreno Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Kimberly Welch Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000042 Reporting Channel: Internal

Caller: Charles Miller MD Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jennifer Owens Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000043 Reporting Channel: Internal  
Caller: Ronnie Freeman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Julia Cole Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000044 Reporting Channel: Internal

Caller: Tamara Orr Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Andrew Crane Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000045 Reporting Channel: Internal

Caller: John Hensley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Ryan Reynolds Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000046 Reporting Channel: Internal

Caller: Crystal Mcdonald Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Scott Curtis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000047 Reporting Channel: Internal

Caller: Theresa Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: David Freeman Jr. Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000048 Reporting Channel: Internal

Caller: Bonnie Cooper Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Roberto Ellis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000049 Reporting Channel: Internal  
Caller: Jamie Brooks Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Steven Valenzuela Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000050 Reporting Channel: Internal

Caller: Aaron Castillo Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Mariah Porter Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000051 Reporting Channel: Internal

Caller: Barry Allen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Janet Hinton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000052 Reporting Channel: Internal  
Caller: Abigail Lewis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jose Peterson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000053 Reporting Channel: Internal  
Caller: Jody Harmon Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Mary Fuller Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000054 Reporting Channel: Internal  
Caller: Todd West Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Mrs. Brenda Brooks MD Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000055 Reporting Channel: Internal

Caller: Emily White Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Matthew Ross Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000056 Reporting Channel: Internal  
Caller: Thomas Rosales Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Mr. Michael Palmer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000057 Reporting Channel: Internal  
Caller: Randy Burke Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Erin Stanley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000058 Reporting Channel: Internal  
Caller: Nicole Dunn Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kathy Baldwin Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000059 Reporting Channel: Internal

Caller: Nichole Hunt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Joseph Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000060 Reporting Channel: Internal  
Caller: Stephanie Bowen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Sharon Hunt MD Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000061 Reporting Channel: Internal

Caller: Austin Bernard Jr. Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Rodney Kim Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000062 Reporting Channel: Internal  
Caller: Kristina Lucas Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Adrian Graves Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000063 Reporting Channel: Internal

Caller: Taylor Williams Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Angela Rasmussen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000064 Reporting Channel: Internal  
Caller: Aaron Downs Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Erin Jones Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000065 Reporting Channel: Internal

Caller: Wendy Bell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Charles Johnston Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000066 Reporting Channel: Internal

Caller: John Cox Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Joseph Mcneil Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000067 Reporting Channel: Internal

Caller: Amanda Heath Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jessica Flores Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000068 Reporting Channel: Internal  
Caller: Randall Castro Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Cheryl Whitney Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000069 Reporting Channel: Internal  
Caller: Russell Reynolds Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Mitchell Garcia DDS Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000070 Reporting Channel: Internal

Caller: Emily Bradley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jeanette Horne Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000071 Reporting Channel: Internal

Caller: Cynthia Hunter Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Linda Lewis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000072 Reporting Channel: Internal

Caller: Wendy Peters Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Candace Wolf Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000073 Reporting Channel: Internal

Caller: Russell Escobar Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Dawn Costa Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000074 Reporting Channel: Internal

Caller: Brandy Townsend Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jeffery Donovan Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000075 Reporting Channel: Internal  
Caller: Michael Miller Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Albert Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000076 Reporting Channel: Internal  
Caller: Antonio Rice Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: William Turner Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000077 Reporting Channel: Internal

Caller: Alexis Collins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Bryan Pope Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000078 Reporting Channel: Internal

Caller: Katie Green Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Dustin Walker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000079 Reporting Channel: Internal

Caller: Katie Walker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michael Butler Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000080 Reporting Channel: Internal

Caller: David Evans Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Carla Wells Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000081 Reporting Channel: Internal

Caller: Betty Mcdonald Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Ashley Rivera Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000082 Reporting Channel: Internal

Caller: Laura Kerr Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Timothy Fritz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000083 Reporting Channel: Internal

Caller: Scott Quinn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Dr. Joseph Payne DVM Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000084 Reporting Channel: Internal

Caller: Shannon Owens Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kathleen Hood Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000085 Reporting Channel: Internal  
Caller: Garrett Brown Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Valerie Jones Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000086 Reporting Channel: Internal  
Caller: Robert Rogers Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jason Collier Jr. Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000087 Reporting Channel: Internal  
Caller: Tammy Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Richard Williams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000088 Reporting Channel: Internal

Caller: Randy Cook Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Ronnie Rodriguez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000089 Reporting Channel: Internal  
Caller: Benjamin Landry Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Cameron Garrison Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000090 Reporting Channel: Internal

Caller: Steve Woodard Jr. Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Brenda Scott Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000091 Reporting Channel: Internal

Caller: Andrew Williamson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Amanda Hobbs Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000092 Reporting Channel: Internal

Caller: Kevin Miller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jonathan Ryan Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000093 Reporting Channel: Internal

Caller: Maria Rios Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Dr. Barry Cox Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000094 Reporting Channel: Internal

Caller: Samuel Riley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Cristian Howard Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000095 Reporting Channel: Internal

Caller: Danielle Lewis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jennifer Skinner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000096 Reporting Channel: Internal  
Caller: Karl Rivera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jeremy Adams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000097 Reporting Channel: Internal

Caller: Jerry Cabrera Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kevin Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000098 Reporting Channel: Internal  
Caller: Christopher Thomas Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Martin Cook Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000099 Reporting Channel: Internal  
Caller: Joshua Bowen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jacqueline Cooper Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000100 Reporting Channel: Internal  
Caller: Susan Reese Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Mike Medina Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000101 Reporting Channel: Internal

Caller: Jamie Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Cory Jimenez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000102 Reporting Channel: Internal

Caller: Cynthia Lopez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Nicholas Powell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000103 Reporting Channel: Internal

Caller: Timothy Boyd Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Chelsea Boyd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000104 Reporting Channel: Internal  
Caller: Maria Yates Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jamie Foley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000105 Reporting Channel: Internal

Caller: Heidi Serrano Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jared Cook Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000106 Reporting Channel: Internal

Caller: Christopher Ortega Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Andrew Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000107 Reporting Channel: Internal  
Caller: April Reese Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Patrick Bowen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000108 Reporting Channel: Internal  
Caller: Joshua Roberts Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Brandon Thomas Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000109 Reporting Channel: Internal

Caller: Dennis Harris Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Taylor Mitchell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000110 Reporting Channel: Internal

Caller: Jill Hall Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Alison Garza Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000111 Reporting Channel: Internal

Caller: Christopher Morales Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Peter Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000112 Reporting Channel: Internal

Caller: Nicole Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Sandra Hines Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000113 Reporting Channel: Internal

Caller: Jamie Diaz Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Robert Flores Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000114 Reporting Channel: Internal  
Caller: Tiffany Barrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Alicia Fry Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000115 Reporting Channel: Internal

Caller: Jill Goodwin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Dawn Webb Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000116 Reporting Channel: Internal  
Caller: Michael Howard Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Karen Baker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000117 Reporting Channel: Internal

Caller: David Schmidt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Cynthia Williams MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000118 Reporting Channel: Internal

Caller: Kevin Hernandez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Mark Howard Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000119 Reporting Channel: Internal

Caller: Kenneth Fitzpatrick Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Ronald Banks Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000120 Reporting Channel: Internal

Caller: Thomas Cantrell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: David Harris Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000121 Reporting Channel: Internal

Caller: Steven Graves Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Christopher Barton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000122 Reporting Channel: Internal  
Caller: Debra Perez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kenneth May Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000123 Reporting Channel: Internal

Caller: Travis Ramos Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Karen Park Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000124 Reporting Channel: Internal

Caller: Gregory Wade Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Gregory Herrera Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000125 Reporting Channel: Internal  
Caller: Karen Quinn Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Logan Butler Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000126 Reporting Channel: Internal  
Caller: Lisa Evans Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: David Hernandez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000127 Reporting Channel: Internal  
Caller: Phillip Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kyle Barnes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000128 Reporting Channel: Internal

Caller: Shaun Harris Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Carl Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000129 Reporting Channel: Internal  
Caller: Jennifer Rodriguez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Gregory Phillips Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000130 Reporting Channel: Internal  
Caller: Cory Sanchez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jodi Benson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000131 Reporting Channel: Internal  
Caller: Robert Ross Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Lynn White Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000132 Reporting Channel: Internal

Caller: Wesley Best Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Elizabeth Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000133 Reporting Channel: Internal  
Caller: Maria Fisher Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Bryan Morgan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000134 Reporting Channel: Internal

Caller: Michael Miller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Maria Reynolds Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000135 Reporting Channel: Internal

Caller: Amanda Diaz Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Donald Calhoun Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000136 Reporting Channel: Internal  
Caller: Rodney Allen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Jay Vazquez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000137 Reporting Channel: Internal  
Caller: Tiffany Humphrey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Keith Pugh Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000138 Reporting Channel: Internal  
Caller: Emily Le Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Stephanie Hernandez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000139 Reporting Channel: Internal  
Caller: Beverly Bailey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Wesley Lopez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000140 Reporting Channel: Internal  
Caller: Michael Juarez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kyle Williams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000141 Reporting Channel: Internal

Caller: Shelby Marquez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Ralph Benson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000142 Reporting Channel: Internal

Caller: Jennifer Thompson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Debbie Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000143 Reporting Channel: Internal

Caller: John White Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Erin Carpenter Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000144 Reporting Channel: Internal

Caller: Donald Martinez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Ann Walker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000145 Reporting Channel: Internal

Caller: Aaron Rice Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Valerie Brock Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000146 Reporting Channel: Internal  
Caller: Scott Bryant Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Renee Weeks Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000147 Reporting Channel: Internal  
Caller: Laura Robinson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Ian Doyle Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000148 Reporting Channel: Internal  
Caller: Brian Hudson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Gregory Harrington Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000149 Reporting Channel: Internal

Caller: David Hines Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Julie Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000150 Reporting Channel: Internal

Caller: Dr. James Lawrence Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Edwin Forbes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000151 Reporting Channel: Internal

Caller: David Farrell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Shawn Marsh Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000152 Reporting Channel: Internal

Caller: David Watkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Greg Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000153 Reporting Channel: Internal

Caller: Joshua Bryant Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jennifer Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000154 Reporting Channel: Internal

Caller: Gregory Reed Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: William Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000155 Reporting Channel: Internal  
Caller: Mark Ibarra Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Keith Santiago Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000156 Reporting Channel: Internal

Caller: Alejandro Guzman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Robert Fisher Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000157 Reporting Channel: Internal

Caller: Henry Neal Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Amber Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000158 Reporting Channel: Internal  
Caller: Joseph Jones Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: John Lee Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000159 Reporting Channel: Internal

Caller: Michael Wright Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Chelsea Heath Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000160 Reporting Channel: Internal

Caller: Sydney Mcdaniel Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Paul Gibson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000161 Reporting Channel: Internal

Caller: Linda Jackson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Charles Diaz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000162 Reporting Channel: Internal

Caller: Heather Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Gary Preston Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000163 Reporting Channel: Internal

Caller: Taylor Foster Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Samantha Moore Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000164 Reporting Channel: Internal

Caller: Jenna Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Lauren Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000165 Reporting Channel: Internal

Caller: Michael Wyatt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Joyce Ramsey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000166 Reporting Channel: Internal  
Caller: Michael Robinson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Michael Thomas Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000167 Reporting Channel: Internal  
Caller: Barbara Ryan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Christopher Farley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000168 Reporting Channel: Internal

Caller: Vincent Figueroa Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Megan Ruiz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000169 Reporting Channel: Internal  
Caller: David Parrish Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Albert Larson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000170 Reporting Channel: Internal

Caller: Cameron Jensen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Eugene Stein Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000171 Reporting Channel: Internal

Caller: Terry Costa Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Greg Crawford Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000172 Reporting Channel: Internal

Caller: Lynn Parker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Andre Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000173 Reporting Channel: Internal

Caller: Antonio Kerr Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Debra Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000174 Reporting Channel: Internal

Caller: Emily Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Herbert Glenn Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000175 Reporting Channel: Internal

Caller: Mr. Joshua Rose DDS Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Monica Kent Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000176 Reporting Channel: Internal

Caller: Stacey Fritz Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Paul Gardner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000177 Reporting Channel: Internal

Caller: Nathan Ray Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Sarah Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000178 Reporting Channel: Internal  
Caller: Mary Hill Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Morgan Fuller MD Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000179 Reporting Channel: Internal

Caller: Todd Stewart Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Alexandra Graves Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000180 Reporting Channel: Internal

Caller: Mrs. Mindy Dunn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Edward Lopez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000181 Reporting Channel: Internal

Caller: Raymond Becker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Stephen Campbell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000182 Reporting Channel: Internal  
Caller: Linda Hobbs Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Paul Hayes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000183 Reporting Channel: Internal

Caller: Dylan Oliver Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Dustin Zimmerman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000184 Reporting Channel: Internal  
Caller: Dr. Lisa Rodriguez MD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Terry Cruz Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000185 Reporting Channel: Internal

Caller: Sara Escobar Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Daniel Shepherd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000186 Reporting Channel: Internal

Caller: Brittany Thomas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kristina Gonzalez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000187 Reporting Channel: Internal  
Caller: Joseph Floyd Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Jesse Cooper Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000188 Reporting Channel: Internal

Caller: Jason Roberts Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Stacie Torres Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000189 Reporting Channel: Internal  
Caller: Daniel Harvey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Taylor Campbell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000190 Reporting Channel: Internal  
Caller: Gina Dorsey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Michael Montes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000191 Reporting Channel: Internal

Caller: Alexander Clark Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Annette Hart Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalArgumentException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000192 Reporting Channel: Internal

Caller: Amber Burns Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Stephanie Braun Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000193 Reporting Channel: Internal

Caller: Monica Beck Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Roger Payne Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000194 Reporting Channel: Internal

Caller: Maria Gray Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Robert Mitchell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000195 Reporting Channel: Internal

Caller: Jessica Davis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Paul Rodriguez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000196 Reporting Channel: Internal

Caller: Craig Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sharon Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000197 Reporting Channel: Internal  
Caller: Garrett Lewis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Anthony Chavez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000198 Reporting Channel: Internal  
Caller: Kenneth Reilly Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Gregory Fernandez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000199 Reporting Channel: Internal

Caller: Andrew Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kristen Romero Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000200 Reporting Channel: Internal

Caller: Jill Gutierrez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Joanna Vargas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000201 Reporting Channel: Internal  
Caller: Kristin Sharp Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Samantha Martin Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000202 Reporting Channel: Internal  
Caller: Kara Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Rebecca Baker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000203 Reporting Channel: Internal  
Caller: Lori Ramsey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Brittany Foley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000204 Reporting Channel: Internal  
Caller: Ashley Herrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Blake Moore Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000205 Reporting Channel: Internal

Caller: Jennifer Perez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Derek White Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000206 Reporting Channel: Internal

Caller: Wendy Kelley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Sarah Garza Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000207 Reporting Channel: Internal  
Caller: James Douglas Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Roberta Lopez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000208 Reporting Channel: Internal

Caller: Suzanne James Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Stacey Nichols Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000209 Reporting Channel: Internal

Caller: Eric Carlson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Brandi Mooney Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000210 Reporting Channel: Internal  
Caller: Brian Werner Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Charles Lynn Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000211 Reporting Channel: Internal

Caller: Alexander Gilbert Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Eugene Petersen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000212 Reporting Channel: Internal

Caller: Gerald Arnold Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Daniel Gordon Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000213 Reporting Channel: Internal  
Caller: Stephanie Ford Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Teresa Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000214 Reporting Channel: Internal

Caller: Donald Potter Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Nicholas Lester Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000215 Reporting Channel: Internal

Caller: James Parker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Nicole Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000216 Reporting Channel: Internal  
Caller: Philip White Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kelly Owens Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000217 Reporting Channel: Internal

Caller: Gary Cunningham Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christopher Casey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000218 Reporting Channel: Internal

Caller: Robert Avila Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: David Henry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000219 Reporting Channel: Internal  
Caller: Michael Page Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Anna Freeman Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000220 Reporting Channel: Internal

Caller: David Miller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Julia Osborn Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000221 Reporting Channel: Internal

Caller: Ann Nolan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Alicia Hubbard Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000222 Reporting Channel: Internal

Caller: Leslie Price Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Gary Morris III Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000223 Reporting Channel: Internal

Caller: Jonathan Hill Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: James Watkins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000224 Reporting Channel: Internal

Caller: Mary Saunders Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christopher Harrison Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000225 Reporting Channel: Internal  
Caller: Sandra Mccann Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jeremy Castillo Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000226 Reporting Channel: Internal  
Caller: Jonathan King Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Bradley Ibarra Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000227 Reporting Channel: Internal  
Caller: Nicholas Taylor Jr. Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Tracy Martinez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000228 Reporting Channel: Internal

Caller: Jessica Davis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: David Cunningham Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000229 Reporting Channel: Internal

Caller: Laura Vaughan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jeremy Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000230 Reporting Channel: Internal  
Caller: John Torres Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Anthony Miller Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000231 Reporting Channel: Internal

Caller: Lisa Flores Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Hayley Bishop Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000232 Reporting Channel: Internal  
Caller: Stacy Morgan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Bridget Schneider PhD Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000233 Reporting Channel: Internal  
Caller: Jamie Edwards Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Amanda Gibson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000234 Reporting Channel: Internal

Caller: Daniel Stuart Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kyle Roberts Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000235 Reporting Channel: Internal  
Caller: Erika Sparks Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Andrew Cook Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000236 Reporting Channel: Internal

Caller: Wanda Patterson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Angela Schultz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000237 Reporting Channel: Internal

Caller: Ross Owen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Elizabeth Richmond Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000238 Reporting Channel: Internal

Caller: Mrs. Sandy Murphy Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Mark Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000239 Reporting Channel: Internal  
Caller: Amy Oneal Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Megan Lynch Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000240 Reporting Channel: Internal  
Caller: Angela Pratt Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Susan Nash Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000241 Reporting Channel: Internal

Caller: Brittany Martinez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Karina Hernandez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000242 Reporting Channel: Internal

Caller: Isaiah Blair Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joseph Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000243 Reporting Channel: Internal  
Caller: Michael Irwin Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Scott Martinez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000244 Reporting Channel: Internal  
Caller: Patricia Lamb Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Lisa Hodges Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000245 Reporting Channel: Internal

Caller: Tyler Shah Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Andrew Ortiz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000246 Reporting Channel: Internal

Caller: Thomas Kramer Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Marilyn Goodwin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000247 Reporting Channel: Internal

Caller: Phyllis Barrett Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Gail Harvey DDS Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000248 Reporting Channel: Internal  
Caller: Shawna Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Thomas Edwards Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000249 Reporting Channel: Internal

Caller: Allen White Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kathleen Murray Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000250 Reporting Channel: Internal

Caller: Daniel Flores Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Clinton Nunez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000251 Reporting Channel: Internal

Caller: Adam McDonald Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Katie Rodriguez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000252 Reporting Channel: Internal  
Caller: Heather Rodriguez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Christopher Bennett Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000253 Reporting Channel: Internal

Caller: Erica Alvarado Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: David Martinez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000254 Reporting Channel: Internal

Caller: Natalie Adkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christina Wagner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000255 Reporting Channel: Internal

Caller: Robert Carroll Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Maria Higgins DDS Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000256 Reporting Channel: Internal

Caller: Alexis Pena Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Erin Kramer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000257 Reporting Channel: Internal  
Caller: Michael Boyle Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kimberly Hall Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000258 Reporting Channel: Internal

Caller: Joshua Page Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Stacy Byrd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.util.concurrent.TimeoutException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000259 Reporting Channel: Internal  
Caller: Erica Armstrong Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Timothy Jordan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000260 Reporting Channel: Internal  
Caller: Dillon Lewis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Dominique Bradley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000261 Reporting Channel: Internal

Caller: Alexis Perez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Pamela Dalton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000262 Reporting Channel: Internal  
Caller: Deborah Stephens Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Brianna Lee Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000263 Reporting Channel: Internal  
Caller: Valerie Hampton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michelle Miller Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000264 Reporting Channel: Internal

Caller: Karen Moon Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Michael Rogers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000265 Reporting Channel: Internal

Caller: Catherine Young Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Carolyn Rogers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000266 Reporting Channel: Internal

Caller: Casey Ramos Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Diana Ibarra Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000267 Reporting Channel: Internal

Caller: Stephen Parsons Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Natasha Maldonado Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000268 Reporting Channel: Internal

Caller: David Weaver Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christopher Porter Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000269 Reporting Channel: Internal

Caller: Sean Woods Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kelli Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000270 Reporting Channel: Internal

Caller: Ryan Pearson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jason Mitchell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000271 Reporting Channel: Internal

Caller: Michael Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Nancy Vaughn Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.util.concurrent.TimeoutException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000272 Reporting Channel: Internal

Caller: Haley Howard Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Kevin Gibson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000273 Reporting Channel: Internal

Caller: Laura Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jennifer Hess Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000274 Reporting Channel: Internal  
Caller: Angela Mccann Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jennifer Navarro Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000275 Reporting Channel: Internal

Caller: Harry Clark Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Timothy Navarro Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000276 Reporting Channel: Internal  
Caller: Ashley Allen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Christopher Cochran Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000277 Reporting Channel: Internal

Caller: David Knight Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jeffrey Parker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000278 Reporting Channel: Internal  
Caller: Meagan Tran Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kimberly Lam Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000279 Reporting Channel: Internal

Caller: Samantha Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Veronica Baldwin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000280 Reporting Channel: Internal

Caller: Robert Brock Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Antonio Boyd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000281 Reporting Channel: Internal

Caller: Sharon Dickerson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Nicole Hunt Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000282 Reporting Channel: Internal

Caller: Adam Wiggins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Mark Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000283 Reporting Channel: Internal  
Caller: Michael Foster Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Brooks Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000284 Reporting Channel: Internal

Caller: Jonathan Gregory Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Patrick Christensen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000285 Reporting Channel: Internal

Caller: Kelly Carlson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Felicia Duran Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000286 Reporting Channel: Internal

Caller: Maurice Flores Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Fernando Curry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000287 Reporting Channel: Internal

Caller: Christina Henderson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Stephen Warner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000288 Reporting Channel: Internal

Caller: Devon Martin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Charles Cruz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000289 Reporting Channel: Internal  
Caller: Julie Tyler Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Sara Gonzalez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000290 Reporting Channel: Internal  
Caller: Donald Barker Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jason Wilson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000291 Reporting Channel: Internal  
Caller: Joseph Jarvis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Robert Parrish Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000292 Reporting Channel: Internal  
Caller: Mr. Christopher Day Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Danny Benson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000293 Reporting Channel: Internal  
Caller: Jessica Rodriguez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Scott Clayton Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000294 Reporting Channel: Internal  
Caller: Phillip Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Joshua King Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000295 Reporting Channel: Internal

Caller: Amy Walker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Thomas Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000296 Reporting Channel: Internal  
Caller: Ronald Anthony III Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Olivia Martin Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000297 Reporting Channel: Internal  
Caller: Andre Montgomery Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Danielle Martinez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000298 Reporting Channel: Internal  
Caller: Christopher Lane Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Patricia Johnson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000299 Reporting Channel: Internal

Caller: Scott Ramirez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Cristian Hughes MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000300 Reporting Channel: Internal

Caller: Emma Shields DDS Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tony Prince Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000301 Reporting Channel: Internal  
Caller: Mark Martin Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Kevin Bird Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000302 Reporting Channel: Internal  
Caller: Desiree Jacobs Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Stephanie Ayers Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000303 Reporting Channel: Internal  
Caller: Amanda Snow Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Scott Jones Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000304 Reporting Channel: Internal  
Caller: Judy Phillips Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Rachel Martin Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000305 Reporting Channel: Internal

Caller: Alexander Jackson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Aaron Sosa Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000306 Reporting Channel: Internal

Caller: Sean Gonzales Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kendra Vaughn Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000307 Reporting Channel: Internal  
Caller: Victoria Hamilton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Ashley Edwards Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000308 Reporting Channel: Internal

Caller: Jason Byrd Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kenneth Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000309 Reporting Channel: Internal  
Caller: Sarah Clarke Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Johnny Weber Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000310 Reporting Channel: Internal

Caller: Mr. Charles Walker Jr. Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Julia Taylor Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000311 Reporting Channel: Internal

Caller: Julia Soto Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Christine Taylor Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000312 Reporting Channel: Internal  
Caller: Leroy Anderson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kenneth Schmidt Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000313 Reporting Channel: Internal

Caller: Jessica Chang Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Richard Huffman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000314 Reporting Channel: Internal  
Caller: Tracy Jimenez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Alicia Woods Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000315 Reporting Channel: Internal

Caller: Taylor Marquez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tina Weeks Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000316 Reporting Channel: Internal

Caller: Kelly Mcneil Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: David Bauer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000317 Reporting Channel: Internal

Caller: Kimberly Hill Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jeffrey Montgomery Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000318 Reporting Channel: Internal  
Caller: Emily Paul Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Tanya Henderson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000319 Reporting Channel: Internal

Caller: Rita West Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Ralph Turner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000320 Reporting Channel: Internal  
Caller: Edward Watson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Shari Thompson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000321 Reporting Channel: Internal

Caller: Chad Collins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Brian Herman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000322 Reporting Channel: Internal

Caller: Kevin Zuniga Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Brian Rogers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000323 Reporting Channel: Internal

Caller: Patricia Howard Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Anthony Fitzgerald Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000324 Reporting Channel: Internal

Caller: Ian Walker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Colleen Velasquez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000325 Reporting Channel: Internal

Caller: Christopher Shaw Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Amanda Adams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000326 Reporting Channel: Internal  
Caller: Bradley Baker Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Mario Anderson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000327 Reporting Channel: Internal  
Caller: Jeanette Walton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kelly Johnson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000328 Reporting Channel: Internal  
Caller: Shannon Smith DVM Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Laura Huynh Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000329 Reporting Channel: Internal  
Caller: Elizabeth White Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Melanie Morris Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000330 Reporting Channel: Internal  
Caller: David Carson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jeanne Jones Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000331 Reporting Channel: Internal

Caller: Stephen Navarro Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Daniel Lee Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000332 Reporting Channel: Internal  
Caller: Cynthia Freeman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Deborah Flores Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000333 Reporting Channel: Internal  
Caller: Matthew Johnson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Erin Williams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000334 Reporting Channel: Internal

Caller: Scott Hunter Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sarah Robinson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000335 Reporting Channel: Internal

Caller: Holly Scott Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Alexander Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000336 Reporting Channel: Internal

Caller: Collin Mcdonald Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jose Nunez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000337 Reporting Channel: Internal

Caller: Sandra Gonzalez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kim Greene Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000338 Reporting Channel: Internal  
Caller: Kayla Patrick Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Derrick Mcknight Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000339 Reporting Channel: Internal  
Caller: Kimberly Carter Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kara Sanchez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000340 Reporting Channel: Internal  
Caller: Mrs. Nancy Valdez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Lisa Wilson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000341 Reporting Channel: Internal  
Caller: Michael Wright Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Thomas Gutierrez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000342 Reporting Channel: Internal

Caller: Sheena Bonilla Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tina Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000343 Reporting Channel: Internal

Caller: Colin Hughes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Bethany Wiggins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000344 Reporting Channel: Internal  
Caller: Richard Bryant Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Daniel Torres Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000345 Reporting Channel: Internal

Caller: Lynn Perez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Veronica Walker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000346 Reporting Channel: Internal  
Caller: Brian Ramirez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Anthony Wilson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000347 Reporting Channel: Internal  
Caller: Savannah Gibson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Shawn Ramos Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000348 Reporting Channel: Internal

Caller: Madeline Garcia Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Lauren Weber Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000349 Reporting Channel: Internal

Caller: Ronnie Kaufman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kim Espinoza Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000350 Reporting Channel: Internal  
Caller: Victor Dean Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Maureen Edwards Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000351 Reporting Channel: Internal

Caller: Brian Bond Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Angela Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.util.concurrent.TimeoutException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000352 Reporting Channel: Internal  
Caller: Kevin Dixon Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Lisa Rodgers DVM Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000353 Reporting Channel: Internal

Caller: Kevin Clayton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Brian Trevino Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000354 Reporting Channel: Internal

Caller: Tamara Garrett Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jennifer Lloyd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000355 Reporting Channel: Internal  
Caller: Wayne Stevens Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Rhonda Garcia Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000356 Reporting Channel: Internal

Caller: William Harris Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Ashley Moreno Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000357 Reporting Channel: Internal

Caller: Colleen Wyatt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: John Bradley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000358 Reporting Channel: Internal

Caller: Alison West Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kimberly Hayes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000359 Reporting Channel: Internal  
Caller: Richard Whitehead Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Shane Wilson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000360 Reporting Channel: Internal  
Caller: Aaron Riley Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Crystal Brown Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000361 Reporting Channel: Internal

Caller: Adam Romero Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jorge Butler Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000362 Reporting Channel: Internal

Caller: Brandon Vasquez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michael Woods Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000363 Reporting Channel: Internal

Caller: Larry Tucker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Donna Neal Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalArgumentException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000364 Reporting Channel: Internal

Caller: Kimberly King Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Heather Wagner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000365 Reporting Channel: Internal  
Caller: Regina Ramos Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Maria Bush Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000366 Reporting Channel: Internal  
Caller: Katie Hamilton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jennifer Stewart Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000367 Reporting Channel: Internal

Caller: Tracey Baker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Mark Robinson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000368 Reporting Channel: Internal  
Caller: Cheryl Moore Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Daniel Wells Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000369 Reporting Channel: Internal

Caller: Billy Peters Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Vanessa Yu Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000370 Reporting Channel: Internal  
Caller: Blake Jones Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Roberta Johnson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000371 Reporting Channel: Internal  
Caller: Cynthia Rivera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Mary Lewis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000372 Reporting Channel: Internal

Caller: Ashley Rogers Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Zachary Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000373 Reporting Channel: Internal

Caller: Mary Campbell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Stephen Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000374 Reporting Channel: Internal

Caller: Suzanne Davis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: William Strickland Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000375 Reporting Channel: Internal  
Caller: Stacy Lee MD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Darrell Zuniga Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000376 Reporting Channel: Internal  
Caller: Elizabeth Hernandez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: William Hill Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000377 Reporting Channel: Internal  
Caller: Alyssa Trujillo Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Donna Brown Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000378 Reporting Channel: Internal

Caller: Jesse Cruz Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Nicholas Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000379 Reporting Channel: Internal  
Caller: Andrea Guzman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Ellen Newman Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000380 Reporting Channel: Internal  
Caller: Taylor Gonzalez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Melanie Lamb Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000381 Reporting Channel: Internal

Caller: Daniel Murray Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Mary Whitehead Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000382 Reporting Channel: Internal  
Caller: Benjamin Friedman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Chris Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000383 Reporting Channel: Internal

Caller: Kathleen Murphy Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tanya Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000384 Reporting Channel: Internal

Caller: Darius Oneal Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Mrs. Nichole Gray MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000385 Reporting Channel: Internal

Caller: Jake Drake Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Timothy Mendoza Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000386 Reporting Channel: Internal  
Caller: Jessica Vargas Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jose Price Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000387 Reporting Channel: Internal

Caller: Andrew Rasmussen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Crystal Powell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000388 Reporting Channel: Internal

Caller: Lori Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Martha Dawson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000389 Reporting Channel: Internal  
Caller: Christopher Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Michele Larson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000390 Reporting Channel: Internal  
Caller: Sarah Combs Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: James Koch Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000391 Reporting Channel: Internal

Caller: Monica Porter Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kayla Diaz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000392 Reporting Channel: Internal

Caller: Melissa Holland Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Paula Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000393 Reporting Channel: Internal  
Caller: Madison Hughes Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Ingram Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000394 Reporting Channel: Internal

Caller: Linda Gutierrez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Angela Alvarado Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000395 Reporting Channel: Internal

Caller: Caitlin Rocha Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Beth Buckley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000396 Reporting Channel: Internal

Caller: Kenneth McClain Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Keith Kim Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000397 Reporting Channel: Internal

Caller: Joseph Baldwin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Clifford Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000398 Reporting Channel: Internal  
Caller: Javier Lopez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Ashley Banks Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000399 Reporting Channel: Internal  
Caller: Roger Montgomery Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: James Christensen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000400 Reporting Channel: Internal

Caller: Allen Hood Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Nicole Allen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000401 Reporting Channel: Internal  
Caller: Vincent Foster PhD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Michelle Gomez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000402 Reporting Channel: Internal

Caller: Arthur Hahn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Katherine Lewis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000403 Reporting Channel: Internal  
Caller: Nina Strong Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Austin Yates Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000404 Reporting Channel: Internal  
Caller: Brian Mitchell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Daniel Becker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000405 Reporting Channel: Internal

Caller: Taylor Johnson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Stephanie Gibson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000406 Reporting Channel: Internal  
Caller: Patrick Thomas Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Michael Lopez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000407 Reporting Channel: Internal

Caller: John Thompson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Julie Brown Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000408 Reporting Channel: Internal  
Caller: Lisa Austin MD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Wayne Roberts Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000409 Reporting Channel: Internal  
Caller: Donna Martinez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jamie Rodriguez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000410 Reporting Channel: Internal  
Caller: Marc Herrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Nathan Brown Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000411 Reporting Channel: Internal

Caller: Jeffrey Moore Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Melissa Underwood Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000412 Reporting Channel: Internal

Caller: Dawn Wilkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Paul Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000413 Reporting Channel: Internal

Caller: Brandy Jensen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Danielle Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000414 Reporting Channel: Internal  
Caller: Paula Butler Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Brooke Mccoy Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000415 Reporting Channel: Internal

Caller: Ashley Newman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Amanda Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000416 Reporting Channel: Internal  
Caller: Samantha Young Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Cook Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000417 Reporting Channel: Internal

Caller: Trevor Mendez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Alexander Walker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000418 Reporting Channel: Internal

Caller: Jeffrey Pena Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Tony Nguyen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000419 Reporting Channel: Internal

Caller: Ryan Daniels Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joseph Ferguson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000420 Reporting Channel: Internal  
Caller: Brian Simmons Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Andrew Blanchard Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000421 Reporting Channel: Internal  
Caller: Katherine Lopez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Ariel Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000422 Reporting Channel: Internal

Caller: Calvin Evans Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Sierra Walker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000423 Reporting Channel: Internal  
Caller: Michelle Gonzalez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Hannah Jones Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000424 Reporting Channel: Internal

Caller: Monique Collins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michael Holloway Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000425 Reporting Channel: Internal  
Caller: Jennifer Mann Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: April Chaney Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000426 Reporting Channel: Internal  
Caller: Heather Dickson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kayla Clayton Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000427 Reporting Channel: Internal  
Caller: Mark Solomon Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Mark Lyons Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000428 Reporting Channel: Internal  
Caller: Amanda Jacobson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Makayla Hernandez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000429 Reporting Channel: Internal

Caller: Christopher Mora Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Sarah Valentine Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000430 Reporting Channel: Internal

Caller: Jon Cortez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Mr. Justin Smith DDS Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000431 Reporting Channel: Internal  
Caller: Nathan Yoder Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Marc Parsons Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000432 Reporting Channel: Internal

Caller: Justin Flores Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: David Le Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000433 Reporting Channel: Internal  
Caller: Caroline Hamilton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Stephanie Cooper Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000434 Reporting Channel: Internal

Caller: Angela Carter Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: William Gonzalez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000435 Reporting Channel: Internal

Caller: Angela Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Eric Keller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000436 Reporting Channel: Internal

Caller: Gloria Gonzalez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Molly Woodard Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000437 Reporting Channel: Internal  
Caller: Amanda Williams Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Megan Knight Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000438 Reporting Channel: Internal

Caller: Erin Buchanan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Madeline Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000439 Reporting Channel: Internal  
Caller: Eric Cunningham Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Mariah Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000440 Reporting Channel: Internal  
Caller: Carlos Murphy Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Mark Lozano Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000441 Reporting Channel: Internal

Caller: Kayla Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Angela Moore Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000442 Reporting Channel: Internal  
Caller: Jodi Graham Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kelly Fuller Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000443 Reporting Channel: Internal

Caller: Melissa Gibbs Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Nathaniel Boyd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000444 Reporting Channel: Internal  
Caller: Timothy Irwin Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Megan Wright Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000445 Reporting Channel: Internal

Caller: Erik Stevens Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Christian Brown Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000446 Reporting Channel: Internal

Caller: Christopher Alexander Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tiffany Black Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000447 Reporting Channel: Internal

Caller: Michael Wallace Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Ruth Powell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000448 Reporting Channel: Internal  
Caller: Carlos Jacobson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Taylor Ortiz Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000449 Reporting Channel: Internal  
Caller: Linda Nunez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Cross Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000450 Reporting Channel: Internal  
Caller: William Davis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: James Harding Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000451 Reporting Channel: Internal

Caller: Robert Fisher Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Christopher Mendoza Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000452 Reporting Channel: Internal  
Caller: Matthew Galloway Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Ryan Patton Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000453 Reporting Channel: Internal

Caller: Sandra Conley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Dennis Flores Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000454 Reporting Channel: Internal

Caller: Brooke Archer Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Christopher Mills Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000455 Reporting Channel: Internal

Caller: Karen Watkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jennifer Macias Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000456 Reporting Channel: Internal

Caller: Aaron Bonilla Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Rodney Saunders Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000457 Reporting Channel: Internal

Caller: Sean Peck Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Charles Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000458 Reporting Channel: Internal  
Caller: Deborah Harris Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Elizabeth Jones Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000459 Reporting Channel: Internal

Caller: Kevin Henry Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Tanya Brown Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000460 Reporting Channel: Internal  
Caller: Christina Ward Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Nancy Thompson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000461 Reporting Channel: Internal

Caller: Melissa Hernandez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jamie Bennett Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000462 Reporting Channel: Internal

Caller: Denise Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Beth Ross Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000463 Reporting Channel: Internal

Caller: Denise Johns Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Maria Cameron Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000464 Reporting Channel: Internal

Caller: Travis Lee Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kimberly White Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000465 Reporting Channel: Internal

Caller: Joshua Gonzalez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jonathan Thomas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000466 Reporting Channel: Internal  
Caller: Norman Phillips Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: David Wise Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000467 Reporting Channel: Internal  
Caller: Eric Jenkins Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Stacie Clark Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000468 Reporting Channel: Internal

Caller: Elizabeth Hodges Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jesus Zamora Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000469 Reporting Channel: Internal

Caller: Matthew Lynch Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Olivia Bryant Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000470 Reporting Channel: Internal  
Caller: Mr. Joshua Curry Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Heather Haley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000471 Reporting Channel: Internal

Caller: John Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Harold Boyd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000472 Reporting Channel: Internal

Caller: Theresa Howard Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Maria Burns Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000473 Reporting Channel: Internal

Caller: Mary Perry Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Carrie Duncan Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000474 Reporting Channel: Internal

Caller: Wayne Perez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kyle Gordon Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000475 Reporting Channel: Internal  
Caller: Mrs. Abigail Dean Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Justin Robbins Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000476 Reporting Channel: Internal

Caller: Tyler Turner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Tracey White Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000477 Reporting Channel: Internal

Caller: Samuel Waters Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Erin Richardson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000478 Reporting Channel: Internal  
Caller: Jennifer Sexton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Parker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000479 Reporting Channel: Internal

Caller: Kevin Bray Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tim Bailey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000480 Reporting Channel: Internal

Caller: Whitney Davidson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Stephanie Anderson DDS Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000481 Reporting Channel: Internal

Caller: Krystal Terry Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joseph Morgan MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000482 Reporting Channel: Internal

Caller: Robert Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Angela Henry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000483 Reporting Channel: Internal  
Caller: Samantha Williams Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Joshua Sullivan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000484 Reporting Channel: Internal

Caller: Megan Stein Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Patty Bell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000485 Reporting Channel: Internal  
Caller: Henry Patterson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Crystal Ferguson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000486 Reporting Channel: Internal  
Caller: Mr. Robert Ellis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Richard Hall Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000487 Reporting Channel: Internal

Caller: Donald Horn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Daniel Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000488 Reporting Channel: Internal

Caller: Michael Garcia Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kathryn Jefferson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000489 Reporting Channel: Internal

Caller: Cheyenne Krause Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: William Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000490 Reporting Channel: Internal  
Caller: James Waters Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Courtney Nguyen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000491 Reporting Channel: Internal

Caller: Daniel McCoy Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: April Patel Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000492 Reporting Channel: Internal

Caller: Lance Key Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Gerald Hubbard Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000493 Reporting Channel: Internal

Caller: Amanda Herrera Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Michael Bailey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000494 Reporting Channel: Internal

Caller: Abigail Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: David Wilson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000495 Reporting Channel: Internal

Caller: Amanda Holmes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sarah Boyd Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000496 Reporting Channel: Internal  
Caller: Jessica Cervantes Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Patrick Vega Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000497 Reporting Channel: Internal

Caller: Leah Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Penny Vargas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000498 Reporting Channel: Internal  
Caller: Renee Farmer Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Joseph Garcia Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000499 Reporting Channel: Internal  
Caller: Dr. Steven Hicks DVM Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Michael Moore Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000500 Reporting Channel: Internal  
Caller: Aaron Vance Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kimberly Woods DVM Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000501 Reporting Channel: Internal

Caller: Catherine Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Michael Camacho Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000502 Reporting Channel: Internal

Caller: Robert King Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Erica Kelley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000503 Reporting Channel: Internal

Caller: Joshua Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Diane Andrews Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000504 Reporting Channel: Internal

Caller: Keith Moss Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jacob Owens Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000505 Reporting Channel: Internal  
Caller: Katherine Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jeffrey Powell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000506 Reporting Channel: Internal  
Caller: Stacey Gamble Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: John Cole Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000507 Reporting Channel: Internal

Caller: Drew Miller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jennifer Madden Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000508 Reporting Channel: Internal  
Caller: Laura Ramsey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jonathan Duran Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000509 Reporting Channel: Internal  
Caller: Zachary Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Janice Bradley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000510 Reporting Channel: Internal

Caller: Mr. Jason Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Donald Lutz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000511 Reporting Channel: Internal  
Caller: Crystal Fitzpatrick Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Victoria Green Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000512 Reporting Channel: Internal  
Caller: Taylor Caldwell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Andrew Frey Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000513 Reporting Channel: Internal

Caller: Shelby Jones MD Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Brittany McCormick Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000514 Reporting Channel: Internal

Caller: Michael Golden Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kerry Bond Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000515 Reporting Channel: Internal

Caller: Matthew Davenport Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Terry Porter Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000516 Reporting Channel: Internal

Caller: Jeffrey Garcia Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Pamela Vaughn Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000517 Reporting Channel: Internal

Caller: Laurie Garza Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Amanda Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000518 Reporting Channel: Internal  
Caller: Shannon Dawson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Sonya Jenkins Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000519 Reporting Channel: Internal

Caller: Jessica Wagner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Andrew Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000520 Reporting Channel: Internal

Caller: Dorothy Ramirez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: David Davidson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000521 Reporting Channel: Internal

Caller: Mindy Thomas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: George Olsen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000522 Reporting Channel: Internal

Caller: Tiffany Goodwin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kathryn Ware Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000523 Reporting Channel: Internal  
Caller: Brenda Robinson MD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Angel Huang Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000524 Reporting Channel: Internal

Caller: Daniel Lawson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jerry West Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000525 Reporting Channel: Internal

Caller: Ronald Cohen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Dylan Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000526 Reporting Channel: Internal

Caller: Mark Gomez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Richard Ramos Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000527 Reporting Channel: Internal

Caller: Jasmine Perry Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Melissa Gardner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000528 Reporting Channel: Internal  
Caller: James Schultz MD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Cynthia Moody Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000529 Reporting Channel: Internal

Caller: Mark Humphrey Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Robert Caldwell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000530 Reporting Channel: Internal

Caller: Andrea Holt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Gwendolyn Marshall Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000531 Reporting Channel: Internal  
Caller: Joseph Herrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Ashley Fischer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000532 Reporting Channel: Internal

Caller: Ryan Beck Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Mike Moses Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000533 Reporting Channel: Internal  
Caller: David Dodson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Joshua Robinson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000534 Reporting Channel: Internal

Caller: Vanessa Wheeler Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Andrew Fisher Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000535 Reporting Channel: Internal

Caller: Diana Baker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jason Gonzalez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000536 Reporting Channel: Internal

Caller: Mark Rose Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Sherri Estrada Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000537 Reporting Channel: Internal  
Caller: Patrick Sherman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Valerie Ray Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000538 Reporting Channel: Internal  
Caller: Ryan Lopez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Ashley Tate Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000539 Reporting Channel: Internal

Caller: Destiny Wallace Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Stephanie Anderson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000540 Reporting Channel: Internal  
Caller: Heidi Rivera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Ernest Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000541 Reporting Channel: Internal

Caller: Nancy Hoffman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Marissa Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000542 Reporting Channel: Internal  
Caller: Nathan Henry Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Brian Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000543 Reporting Channel: Internal

Caller: Christine Figueroa Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Patrick Hood Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000544 Reporting Channel: Internal  
Caller: Charles Brown Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Lisa Bennett Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000545 Reporting Channel: Internal

Caller: Victoria Shelton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: John Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000546 Reporting Channel: Internal

Caller: Mary Scott Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: James Mason Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000547 Reporting Channel: Internal  
Caller: Stephanie Humphrey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Christopher Hamilton Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000548 Reporting Channel: Internal  
Caller: William Duke Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Rachel Franco Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000549 Reporting Channel: Internal  
Caller: Rick Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Shelby Sanders Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000550 Reporting Channel: Internal  
Caller: Kayla Munoz Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: John Wilson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000551 Reporting Channel: Internal  
Caller: Sean Friedman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Jessica Wong Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000552 Reporting Channel: Internal  
Caller: Michael Hughes Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: William Morales Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000553 Reporting Channel: Internal  
Caller: Sandra Kelly Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Glenn Howe Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000554 Reporting Channel: Internal

Caller: Ruben Mendoza Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Donna Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000555 Reporting Channel: Internal  
Caller: Johnny Charles Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Clifford Bailey Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000556 Reporting Channel: Internal

Caller: Jason Davis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: George Harrison Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000557 Reporting Channel: Internal

Caller: Sandra Franklin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Summer Hart Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000558 Reporting Channel: Internal

Caller: Andrew Gonzalez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Joseph Perry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000559 Reporting Channel: Internal

Caller: Robert Glover Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Karen Reid Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000560 Reporting Channel: Internal

Caller: Yvonne Hahn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Michelle Schmidt Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000561 Reporting Channel: Internal  
Caller: Shawn Rodriguez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Alexandra Farmer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000562 Reporting Channel: Internal  
Caller: Hannah Greene Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jeremy Garcia Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000563 Reporting Channel: Internal

Caller: Heather Clark Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: David Palmer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000564 Reporting Channel: Internal

Caller: Eric Ward Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Meredith Long Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000565 Reporting Channel: Internal

Caller: Kevin Melton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jesse Rogers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000566 Reporting Channel: Internal  
Caller: Julia Lawrence Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Ryan Mercado Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000567 Reporting Channel: Internal  
Caller: Crystal Romero PhD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Brent Rasmussen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000568 Reporting Channel: Internal  
Caller: Gary Murray Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Amy Garcia Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000569 Reporting Channel: Internal

Caller: Jose Flores Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Marissa Baker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000570 Reporting Channel: Internal  
Caller: Christina Small Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Joshua Garrett Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000571 Reporting Channel: Internal  
Caller: Benjamin Ramos Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Christopher Stewart Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000572 Reporting Channel: Internal

Caller: Denise Bryan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Crystal Rollins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000573 Reporting Channel: Internal  
Caller: Dr. Kenneth Choi Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Julie Trujillo Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000574 Reporting Channel: Internal

Caller: Jacob Nguyen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Dillon Simmons Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000575 Reporting Channel: Internal  
Caller: William Henderson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Christopher Archer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000576 Reporting Channel: Internal

Caller: Megan Eaton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Bob Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000577 Reporting Channel: Internal

Caller: Nicholas Martin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Dustin Pollard Jr. Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000578 Reporting Channel: Internal

Caller: James Burke Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Michelle Spencer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000579 Reporting Channel: Internal

Caller: Ian Wallace Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Wayne Michael Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000580 Reporting Channel: Internal

Caller: Barbara Jacobs Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Alejandro Ramirez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000581 Reporting Channel: Internal  
Caller: Theresa French Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Terry Fitzgerald Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000582 Reporting Channel: Internal

Caller: Jamie Miller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Christopher Webb Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.util.concurrent.TimeoutException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000583 Reporting Channel: Internal  
Caller: David Huff Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Chad Hutchinson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000584 Reporting Channel: Internal

Caller: Brendan Owens Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Colton Bush Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000585 Reporting Channel: Internal

Caller: Larry Hamilton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Joseph Clements Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000586 Reporting Channel: Internal

Caller: Kristen Jackson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Dr. Jackson Williams Jr. Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000587 Reporting Channel: Internal  
Caller: Randy Ramirez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Amy Howard Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000588 Reporting Channel: Internal  
Caller: Ashley Gregory Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Amber Snyder Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000589 Reporting Channel: Internal

Caller: Mary Martin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Samantha Lopez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000590 Reporting Channel: Internal

Caller: April Martinez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Hannah Baker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000591 Reporting Channel: Internal

Caller: William Davis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Cathy Bowman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000592 Reporting Channel: Internal

Caller: Joseph Kaiser Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joseph Williams MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000593 Reporting Channel: Internal

Caller: Marc Johnson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sarah Jenkins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000594 Reporting Channel: Internal

Caller: Andre Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Melissa Alexander Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000595 Reporting Channel: Internal

Caller: Juan Reed Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Ashley Terrell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000596 Reporting Channel: Internal

Caller: Billy Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Schwartz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000597 Reporting Channel: Internal

Caller: Michael Ramsey Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Bradley Boone Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000598 Reporting Channel: Internal  
Caller: Terry Summers Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kimberly Ellis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000599 Reporting Channel: Internal

Caller: Anne Mills Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kevin Crawford Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000600 Reporting Channel: Internal

Caller: Daniel Robinson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Patrick Reyes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000601 Reporting Channel: Internal  
Caller: Maria Watson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: David Adams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000602 Reporting Channel: Internal

Caller: Patrick Fleming Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Catherine Vasquez MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000603 Reporting Channel: Internal

Caller: Robert Greene Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Lauren Powell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000604 Reporting Channel: Internal  
Caller: Matthew Cobb Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Curtis Henson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000605 Reporting Channel: Internal

Caller: John Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michael Young Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000606 Reporting Channel: Internal

Caller: Amber Cochran MD Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jeffrey Ray Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000607 Reporting Channel: Internal

Caller: Calvin Olsen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Michelle Blair Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000608 Reporting Channel: Internal

Caller: Lisa Walsh Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Cory Wagner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000609 Reporting Channel: Internal  
Caller: Katherine Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jesse Hunter Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000610 Reporting Channel: Internal  
Caller: Erin Gonzalez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Anthony Bates Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000611 Reporting Channel: Internal  
Caller: Kayla Wilson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Derek Callahan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000612 Reporting Channel: Internal

Caller: Thomas Ross Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Heather Stanley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000613 Reporting Channel: Internal

Caller: Anthony Morgan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Crystal Rivers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000614 Reporting Channel: Internal  
Caller: Richard Jones Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Mary Gibson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000615 Reporting Channel: Internal

Caller: Sabrina Cook Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: William Brewer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000616 Reporting Channel: Internal

Caller: Amanda Jackson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Tyler Sanders Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000617 Reporting Channel: Internal

Caller: Cindy Alvarez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kevin Castillo Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000618 Reporting Channel: Internal  
Caller: Jeffrey Washington Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Christian Miller Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000619 Reporting Channel: Internal  
Caller: Luis Lowe Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Eric Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000620 Reporting Channel: Internal

Caller: Elizabeth Washington Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: William Hayden Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000621 Reporting Channel: Internal  
Caller: Stephanie Ferguson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Michael Chambers Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000622 Reporting Channel: Internal

Caller: Stephanie Chang Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Paul Roach Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000623 Reporting Channel: Internal  
Caller: Anna Terrell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jacob Gutierrez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000624 Reporting Channel: Internal  
Caller: Gregory Brooks Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Charles Evans Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000625 Reporting Channel: Internal

Caller: David Santiago Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Felicia Potter Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000626 Reporting Channel: Internal  
Caller: Holly Elliott Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Monica Kelly Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000627 Reporting Channel: Internal

Caller: Austin Jefferson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Douglas Knox Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000628 Reporting Channel: Internal  
Caller: Jonathan Reynolds Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Austin Glover Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000629 Reporting Channel: Internal  
Caller: Brandy Lee Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Barry Holmes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000630 Reporting Channel: Internal  
Caller: Sabrina Brown Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Patricia Myers Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000631 Reporting Channel: Internal  
Caller: Julie Curry Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Francisco Lee Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000632 Reporting Channel: Internal

Caller: Ashley Marquez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: James Fuentes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000633 Reporting Channel: Internal

Caller: Tyler Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Brian Burke Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000634 Reporting Channel: Internal  
Caller: Patricia Heath Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Danielle Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000635 Reporting Channel: Internal  
Caller: Nicholas Martinez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Robin Thomas Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000636 Reporting Channel: Internal

Caller: Michele Pierce Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Barbara Baker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000637 Reporting Channel: Internal

Caller: Whitney Morales Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Yolanda Freeman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000638 Reporting Channel: Internal

Caller: Kristen Green Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jennifer Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000639 Reporting Channel: Internal  
Caller: Dylan Clarke Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Samantha Burke Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000640 Reporting Channel: Internal

Caller: Joseph Horton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Angela Morris Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000641 Reporting Channel: Internal  
Caller: Monica Wilson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Arthur Hurley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000642 Reporting Channel: Internal

Caller: Alicia Jarvis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Erin Morris Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000643 Reporting Channel: Internal  
Caller: Lauren Mcneil Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Joseph Thompson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000644 Reporting Channel: Internal  
Caller: Kevin Odonnell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Joshua Allen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000645 Reporting Channel: Internal  
Caller: David Leach Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Mark Ferguson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000646 Reporting Channel: Internal

Caller: Scott Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Daniel Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000647 Reporting Channel: Internal

Caller: Ryan Carpenter Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Sara Blair Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000648 Reporting Channel: Internal  
Caller: Jose Riley Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Roger Little Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000649 Reporting Channel: Internal

Caller: John Knox Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Frank Castro Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000650 Reporting Channel: Internal

Caller: Harold Campbell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Amanda Baker Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000651 Reporting Channel: Internal  
Caller: Scott Heath Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Shawn Johnson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000652 Reporting Channel: Internal  
Caller: Linda Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Sara Lewis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000653 Reporting Channel: Internal

Caller: Tracy Parker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Katie Mitchell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000654 Reporting Channel: Internal  
Caller: Robert Saunders Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Chad Romero Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000655 Reporting Channel: Internal

Caller: Steven Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Steven Dyer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000656 Reporting Channel: Internal

Caller: Karl Collins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Christina Cooper Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000657 Reporting Channel: Internal  
Caller: Jason Munoz Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Robert Flores Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000658 Reporting Channel: Internal  
Caller: Megan Lopez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Cassandra Gonzales Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000659 Reporting Channel: Internal

Caller: Scott Cox Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Jamie Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000660 Reporting Channel: Internal  
Caller: Michael Johnson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Rachel Taylor Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000661 Reporting Channel: Internal

Caller: Olivia Leonard Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Larry Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000662 Reporting Channel: Internal  
Caller: Mary Price Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Ashley Hopkins Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000663 Reporting Channel: Internal

Caller: Christopher Kelly Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Matthew Wiley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000664 Reporting Channel: Internal

Caller: Kevin Francis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Erica Hoffman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000665 Reporting Channel: Internal

Caller: Nicole Bennett Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joseph Navarro Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000666 Reporting Channel: Internal  
Caller: Zachary Morris Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Deborah McCall Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000667 Reporting Channel: Internal  
Caller: Martin Alexander Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Pamela Hayes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000668 Reporting Channel: Internal  
Caller: Marcus Taylor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kari Harris Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000669 Reporting Channel: Internal  
Caller: Sheri Soto Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Zachary Edwards Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000670 Reporting Channel: Internal  
Caller: Nicole Cole Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jorge Guerrero Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000671 Reporting Channel: Internal

Caller: Adam Bishop Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Melissa Garrett Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000672 Reporting Channel: Internal

Caller: Terry Kerr Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Melanie Herman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000673 Reporting Channel: Internal  
Caller: Adrienne Alexander Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Carol Watts Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000674 Reporting Channel: Internal

Caller: Sonya Fuller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Edward Harmon Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000675 Reporting Channel: Internal  
Caller: Barry Obrien Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Richard Sawyer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000676 Reporting Channel: Internal

Caller: George Watkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Charles Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000677 Reporting Channel: Internal  
Caller: Susan Malone Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Bob Buckley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000678 Reporting Channel: Internal

Caller: Damon Olson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kyle Bradley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000679 Reporting Channel: Internal  
Caller: Tammy Cordova Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Nancy Sellers Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000680 Reporting Channel: Internal  
Caller: Amanda Melendez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Rebecca Carter Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000681 Reporting Channel: Internal

Caller: Donna Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jessica Alexander Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000682 Reporting Channel: Internal  
Caller: Tracy Lara Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Pamela Alexander Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000683 Reporting Channel: Internal

Caller: Martin Cameron Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: William Cherry Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000684 Reporting Channel: Internal  
Caller: Kristin Nelson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Richard Dominguez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000685 Reporting Channel: Internal

Caller: Juan Martinez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Joseph Miranda Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000686 Reporting Channel: Internal  
Caller: Jimmy Jacobson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Derek Gordon Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000687 Reporting Channel: Internal

Caller: Laura McCormick Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Brittany Nguyen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000688 Reporting Channel: Internal

Caller: Kristen Weber Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jennifer Edwards Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000689 Reporting Channel: Internal

Caller: Theresa Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Mary Bradley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000690 Reporting Channel: Internal  
Caller: Victoria Williamson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jack Kelly Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000691 Reporting Channel: Internal

Caller: Alexis Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Tammy Chavez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000692 Reporting Channel: Internal

Caller: Carrie Delgado Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Julia Williamson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000693 Reporting Channel: Internal  
Caller: Eric Walker Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Martin Sanchez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000694 Reporting Channel: Internal  
Caller: Shelia Meyer Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Danielle Ballard Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000695 Reporting Channel: Internal  
Caller: Patricia Bullock Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Hannah Martin Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000696 Reporting Channel: Internal

Caller: Taylor Roth Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Oscar Barajas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000697 Reporting Channel: Internal

Caller: Nancy Lara Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Edward Thompson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000698 Reporting Channel: Internal

Caller: Debra Kennedy Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Joseph Webster Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000699 Reporting Channel: Internal

Caller: Aaron Marsh Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joseph Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000700 Reporting Channel: Internal

Caller: Andrea Sandoval MD Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Renee Yang Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000701 Reporting Channel: Internal  
Caller: Dr. Christine Nguyen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michelle Vaughan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000702 Reporting Channel: Internal

Caller: Robert Thomas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Shannon Ewing MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000703 Reporting Channel: Internal  
Caller: Robert Johns Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Mathew Johnson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000704 Reporting Channel: Internal  
Caller: Joseph Hobbs Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Christopher Massey Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000705 Reporting Channel: Internal

Caller: Andrew Webb Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Patrick Jordan Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000706 Reporting Channel: Internal

Caller: James Baker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Abigail Reed Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000707 Reporting Channel: Internal

Caller: Scott Kelley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Hector Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000708 Reporting Channel: Internal

Caller: Sara Decker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Jacob Lopez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000709 Reporting Channel: Internal

Caller: Matthew Moss Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Megan Bowman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000710 Reporting Channel: Internal

Caller: Thomas Stout Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Elizabeth Sutton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000711 Reporting Channel: Internal

Caller: Brittney Peterson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jo Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000712 Reporting Channel: Internal  
Caller: Isaiah Griffith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Brooke Sanchez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000713 Reporting Channel: Internal  
Caller: Michael Warren Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: James Anderson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000714 Reporting Channel: Internal  
Caller: Mark Nguyen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Anna Dawson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000715 Reporting Channel: Internal  
Caller: Carl Sullivan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Nancy Maddox Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000716 Reporting Channel: Internal

Caller: Hector Adkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Patricia Salinas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000717 Reporting Channel: Internal

Caller: Jason Morgan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Dr. Lauren Scott DDS Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000718 Reporting Channel: Internal  
Caller: Erin Flores Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Cory Jimenez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000719 Reporting Channel: Internal

Caller: Theresa Burns Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jared Krueger Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000720 Reporting Channel: Internal

Caller: Stuart Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Sean Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000721 Reporting Channel: Internal

Caller: James Cooke Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jody Barber MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000722 Reporting Channel: Internal

Caller: Nathaniel Barrett Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Brian Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000723 Reporting Channel: Internal

Caller: Ruben Arnold Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Emily Shah Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000724 Reporting Channel: Internal

Caller: Julia Mann Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Gary Collins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000725 Reporting Channel: Internal  
Caller: Pamela Sanchez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Sarah Carter Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000726 Reporting Channel: Internal

Caller: Jacqueline Solomon Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Todd Wilson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000727 Reporting Channel: Internal  
Caller: Stephanie Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Gina Mitchell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000728 Reporting Channel: Internal

Caller: Janet Rivas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Dawn Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000729 Reporting Channel: Internal  
Caller: Abigail Martin Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Angela Garcia Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000730 Reporting Channel: Internal

Caller: Tiffany Riley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Andrea Hebert Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000731 Reporting Channel: Internal

Caller: Thomas Edwards Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Michael Webb Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000732 Reporting Channel: Internal

Caller: Alison Hawkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Amber Maxwell Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000733 Reporting Channel: Internal

Caller: Mary Garcia Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Debbie Jennings Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000734 Reporting Channel: Internal

Caller: Elizabeth Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Katherine Robertson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000735 Reporting Channel: Internal

Caller: Lori Osborne Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Daniel Bentley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000736 Reporting Channel: Internal

Caller: Jason Cordova Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Samantha Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000737 Reporting Channel: Internal

Caller: Charles Goodman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Melissa Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000738 Reporting Channel: Internal  
Caller: Tracey Johnson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: James Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000739 Reporting Channel: Internal

Caller: Larry Herman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Ashley Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000740 Reporting Channel: Internal  
Caller: Brandy Herrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Sarah Fox Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000741 Reporting Channel: Internal

Caller: Lucas Houston Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Melissa Hanson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000742 Reporting Channel: Internal

Caller: Douglas Ferguson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jacob Vance Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000743 Reporting Channel: Internal  
Caller: Stephanie Freeman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Holly Brock Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000744 Reporting Channel: Internal  
Caller: Darrell Santana Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Stephen Roberson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000745 Reporting Channel: Internal  
Caller: Michael Richardson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Megan Fisher Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000746 Reporting Channel: Internal

Caller: Allison Molina Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Daniel Nguyen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000747 Reporting Channel: Internal  
Caller: Stephanie Davidson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Emily Martin Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000748 Reporting Channel: Internal

Caller: Ronald Lynch Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kevin Martin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000749 Reporting Channel: Internal

Caller: David Coleman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Megan Paul Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000750 Reporting Channel: Internal

Caller: Jennifer Fowler Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Joseph Ward Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000751 Reporting Channel: Internal

Caller: Noah Ward Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Traci Brewer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000752 Reporting Channel: Internal

Caller: Stephen Cochran Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Lauren Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000753 Reporting Channel: Internal

Caller: Krista Simpson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kayla Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000754 Reporting Channel: Internal  
Caller: Karen Kaiser Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Carrie Williams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000755 Reporting Channel: Internal

Caller: Jesse King Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Mark Graham Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000756 Reporting Channel: Internal

Caller: Sonya Dodson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Charles Wood Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000757 Reporting Channel: Internal  
Caller: Heather Hughes Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Albert Gill Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000758 Reporting Channel: Internal  
Caller: Alyssa Cook Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Sarah Beasley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000759 Reporting Channel: Internal

Caller: Troy Robinson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Heather Taylor Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000760 Reporting Channel: Internal

Caller: Shelby Jensen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kathryn Soto Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000761 Reporting Channel: Internal

Caller: Timothy Levy Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Cassandra Roberts Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000762 Reporting Channel: Internal

Caller: Michelle Anderson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Angela Andrade Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000763 Reporting Channel: Internal

Caller: Joseph Ramirez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Gail Coleman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000764 Reporting Channel: Internal

Caller: Tiffany Zhang Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Patricia Ray Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000765 Reporting Channel: Internal  
Caller: Jennifer Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Ashley Anderson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000766 Reporting Channel: Internal

Caller: Joseph Houston Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jennifer Vazquez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000767 Reporting Channel: Internal

Caller: John Williams Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Marilyn French Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000768 Reporting Channel: Internal  
Caller: Jacqueline Moore Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Mark Bradford Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000769 Reporting Channel: Internal

Caller: Jennifer Wagner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Diana Flowers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000770 Reporting Channel: Internal  
Caller: Timothy Rose Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Robin Mathis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000771 Reporting Channel: Internal

Caller: Peter Hartman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Nathan Bean Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000772 Reporting Channel: Internal

Caller: Aaron Oliver Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kayla Gomez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000773 Reporting Channel: Internal

Caller: Arthur Baker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Monique Cross Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000774 Reporting Channel: Internal  
Caller: Kathryn Campos Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jennifer Cole Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000775 Reporting Channel: Internal

Caller: Veronica Harris Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michael Serrano Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000776 Reporting Channel: Internal  
Caller: Elizabeth Mccarthy Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jennifer Floyd Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000777 Reporting Channel: Internal

Caller: Lauren Washington Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Bonnie Singh Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000778 Reporting Channel: Internal

Caller: Justin Wilson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Chelsea Turner Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000779 Reporting Channel: Internal  
Caller: Michelle Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Walter Soto Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000780 Reporting Channel: Internal  
Caller: Christopher Watson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kelly Lewis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000781 Reporting Channel: Internal  
Caller: Emily Green DDS Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Nancy Howard Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000782 Reporting Channel: Internal  
Caller: Benjamin Mendoza Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Brian Young Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000783 Reporting Channel: Internal  
Caller: Kelsey Copeland Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Randy Hickman Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000784 Reporting Channel: Internal

Caller: Stacie Brooks Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: David Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000785 Reporting Channel: Internal

Caller: Carla Bernard Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Lauren Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000786 Reporting Channel: Internal

Caller: Terrance Mcguire Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sarah Kelly Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000787 Reporting Channel: Internal  
Caller: Mrs. Rebecca Mitchell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Victor Duarte Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000788 Reporting Channel: Internal

Caller: Christine Doyle Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Christopher Watson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000789 Reporting Channel: Internal  
Caller: Michele Herrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Samuel Arnold Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000790 Reporting Channel: Internal  
Caller: Jessica Wallace Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Terry Hale Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000791 Reporting Channel: Internal  
Caller: Brandon Martin Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Catherine Obrien Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000792 Reporting Channel: Internal

Caller: Sarah Khan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Brian Potter Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000793 Reporting Channel: Internal

Caller: Margaret Zhang Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Robert Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000794 Reporting Channel: Internal  
Caller: Frances Jordan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Gina Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000795 Reporting Channel: Internal

Caller: Kathy Zamora Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Angela Greene Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000796 Reporting Channel: Internal

Caller: Michael Washington Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Bryan Donovan Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000797 Reporting Channel: Internal  
Caller: Michael Montgomery Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Brian Ruiz Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000798 Reporting Channel: Internal  
Caller: Jonathan Jackson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christine Woods Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000799 Reporting Channel: Internal

Caller: Ashley Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Colleen Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000800 Reporting Channel: Internal

Caller: Michael Kaufman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Katherine Lewis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000801 Reporting Channel: Internal  
Caller: Amanda Long Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Mandy Mooney Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000802 Reporting Channel: Internal

Caller: Steven Huerta Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Nathan Preston Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000803 Reporting Channel: Internal

Caller: Emily Hall Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Barbara Bishop Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000804 Reporting Channel: Internal  
Caller: John Bowers Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Shannon Lopez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000805 Reporting Channel: Internal

Caller: Kristin Miller Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Erin Morris Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000806 Reporting Channel: Internal  
Caller: Nicole Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Ivan Benton Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000807 Reporting Channel: Internal  
Caller: Michelle Ward Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jimmy Wilkinson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000808 Reporting Channel: Internal

Caller: Mr. Anthony Hoover Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Frank Hicks Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000809 Reporting Channel: Internal  
Caller: Derrick Carter Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Charles Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000810 Reporting Channel: Internal

Caller: Karen Johnston Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Renee Thomas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000811 Reporting Channel: Internal

Caller: Frank Hughes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Diane Lopez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000812 Reporting Channel: Internal

Caller: Cynthia Johnston Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jasmine Adams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000813 Reporting Channel: Internal  
Caller: Christina Davis Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Pamela Gray Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000814 Reporting Channel: Internal  
Caller: Marissa Taylor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Angel Reynolds Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000815 Reporting Channel: Internal

Caller: Mary Barnes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Henry Meyer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalArgumentException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000816 Reporting Channel: Internal  
Caller: William Duran Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Joshua Villarreal Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000817 Reporting Channel: Internal

Caller: Kevin Casey Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Tamara Reyes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000818 Reporting Channel: Internal

Caller: Joel Paul Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Andrew Nelson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000819 Reporting Channel: Internal

Caller: Bryan Fletcher Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Shannon Villanueva Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000820 Reporting Channel: Internal

Caller: Carlos Yang Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jessica Brown Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000821 Reporting Channel: Internal  
Caller: Wendy Sanders Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Cassandra Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000822 Reporting Channel: Internal

Caller: Amber Sosa Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Eddie Owens Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000823 Reporting Channel: Internal  
Caller: Aimee Reynolds Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Cheryl Rice Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000824 Reporting Channel: Internal

Caller: James Phillips Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: James Mendoza Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000825 Reporting Channel: Internal  
Caller: Lori Jacobs Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Michele Goodman DDS Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000826 Reporting Channel: Internal  
Caller: Kristie Mcmillan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Patricia Walker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000827 Reporting Channel: Internal

Caller: Michael Ray Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Roy Gonzalez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000828 Reporting Channel: Internal  
Caller: Phyllis White Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Teresa Allen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000829 Reporting Channel: Internal

Caller: Jessica Castillo Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Catherine Chavez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000830 Reporting Channel: Internal  
Caller: Matthew Sanders Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Kristen Colon Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000831 Reporting Channel: Internal

Caller: Colleen Olsen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Tricia Cooper Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000832 Reporting Channel: Internal  
Caller: Sydney Graham Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: David Ware Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000833 Reporting Channel: Internal

Caller: Glenn Wright Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Robert Bailey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000834 Reporting Channel: Internal

Caller: Thomas Perkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Dale West Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000835 Reporting Channel: Internal  
Caller: Sandra Hall Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kenneth Vincent Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000836 Reporting Channel: Internal  
Caller: Donald Scott Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Benjamin Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000837 Reporting Channel: Internal

Caller: Wendy Hanson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Alexandra Taylor Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000838 Reporting Channel: Internal

Caller: William Lee Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: James Ward Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000839 Reporting Channel: Internal  
Caller: Amanda Peters Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Matthew Richardson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000840 Reporting Channel: Internal

Caller: Paul Gardner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Thomas Holland Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000841 Reporting Channel: Internal  
Caller: Philip Johnson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Rebecca Nguyen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000842 Reporting Channel: Internal  
Caller: Mark Flowers Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: George White Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000843 Reporting Channel: Internal  
Caller: Danielle Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Tammy Barber Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000844 Reporting Channel: Internal  
Caller: Gregory Bell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Spring Boot controller.

### ***Description:***

A IllegalStateException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: James Graham Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000845 Reporting Channel: Internal

Caller: Jason Robinson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Rebecca Atkins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000846 Reporting Channel: Internal

Caller: Natasha Hernandez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kathy Perez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000847 Reporting Channel: Internal

Caller: Randall Butler Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Scott Mason Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000848 Reporting Channel: Internal  
Caller: Dr. Matthew Martinez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Brown Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000849 Reporting Channel: Internal

Caller: Allison Hicks Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Lisa Glover Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000850 Reporting Channel: Internal

Caller: Katrina Ortiz Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Richard Maldonado Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000851 Reporting Channel: Internal

Caller: Kevin Moore Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Nicole Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000852 Reporting Channel: Internal

Caller: Patricia Ramirez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Marie Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000853 Reporting Channel: Internal

Caller: Steven Peterson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Michael Roberts Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000854 Reporting Channel: Internal

Caller: Anthony King Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Kafka message listener.

### ***Description:***

A RestClientException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Larry Parrish Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000855 Reporting Channel: Internal

Caller: Gloria Fernandez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Rachael Mcgee Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000856 Reporting Channel: Internal  
Caller: Scott Farley Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Patrick Olsen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000857 Reporting Channel: Internal  
Caller: Evelyn Hendrix Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Bradley Hudson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000858 Reporting Channel: Internal  
Caller: Shannon Flores Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Anna Hines MD Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000859 Reporting Channel: Internal

Caller: Miss Linda Reynolds Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: David Garcia Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000860 Reporting Channel: Internal

Caller: Matthew Hines Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Lee Olson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000861 Reporting Channel: Internal  
Caller: Jason Pierce Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Russell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000862 Reporting Channel: Internal

Caller: Isabella Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jasmine Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000863 Reporting Channel: Internal

Caller: Raymond Guzman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Kara Patrick Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000864 Reporting Channel: Internal  
Caller: Lisa Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Kaylee Thomas Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000865 Reporting Channel: Internal  
Caller: Brandon Little Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Alexander Hoover Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000866 Reporting Channel: Internal

Caller: Jerry Duran Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Christian Hernandez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000867 Reporting Channel: Internal

Caller: Joe Davenport Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Matthew Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000868 Reporting Channel: Internal

Caller: Margaret Richmond Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: James Matthews Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000869 Reporting Channel: Internal  
Caller: John Rivera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Margaret Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000870 Reporting Channel: Internal  
Caller: Michael Butler Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Tina Brewer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000871 Reporting Channel: Internal

Caller: Amanda Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Katrina Marquez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000872 Reporting Channel: Internal

Caller: Scott Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Victoria Scott Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000873 Reporting Channel: Internal  
Caller: Christopher Pruitt Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Alexander Ross Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000874 Reporting Channel: Internal

Caller: John Stout Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Sandra Green Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000875 Reporting Channel: Internal

Caller: Susan Floyd Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Rachel Romero Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000876 Reporting Channel: Internal  
Caller: Melissa Little Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Tiffany Burch Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000877 Reporting Channel: Internal

Caller: Samuel Shah Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kyle Rush Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000878 Reporting Channel: Internal

Caller: Bryce Galvan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Richard Scott Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000879 Reporting Channel: Internal  
Caller: Sabrina Taylor Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Ariel Watson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000880 Reporting Channel: Internal

Caller: Cynthia Ellis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Thomas McIntyre Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000881 Reporting Channel: Internal

Caller: Helen Faulkner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Stephen Sellers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000882 Reporting Channel: Internal

Caller: Lawrence Townsend Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Sean Bradford Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000883 Reporting Channel: Internal

Caller: Karen Meyer Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Ann Small Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000884 Reporting Channel: Internal  
Caller: Gina Collins Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Melissa Frye Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000885 Reporting Channel: Internal  
Caller: Sophia Swanson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Aaron Hill Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000886 Reporting Channel: Internal  
Caller: Brittney Clark Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Gabriela Stewart Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000887 Reporting Channel: Internal  
Caller: Dylan Robbins Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Sandra Walker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000888 Reporting Channel: Internal

Caller: Kristi Daniel Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jessica Gonzalez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000889 Reporting Channel: Internal

Caller: Leroy Jones DVM Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Rebecca Schaefer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000890 Reporting Channel: Internal

Caller: Angela Evans Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Maureen Haas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000891 Reporting Channel: Internal  
Caller: Garrett Clark Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Brenda Allen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000892 Reporting Channel: Internal

Caller: Christina Rojas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Mark Pruitt Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000893 Reporting Channel: Internal  
Caller: Jesse Evans Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Michelle Edwards Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000894 Reporting Channel: Internal

Caller: Joel Vasquez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sarah Hart Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000895 Reporting Channel: Internal

Caller: Kelsey Lynch Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jonathan Higgins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000896 Reporting Channel: Internal  
Caller: Mr. Frank York Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Elizabeth Church Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000897 Reporting Channel: Internal

Caller: Martha Byrd Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Lori Carr Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000898 Reporting Channel: Internal

Caller: Frank Conner Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Judy Cole Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000899 Reporting Channel: Internal

Caller: Juan Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Billy Phillips Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000900 Reporting Channel: Internal

Caller: Sarah Watts Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Kathleen Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000901 Reporting Channel: Internal

Caller: Greg Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Daniel Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000902 Reporting Channel: Internal

Caller: Judy French Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: David Fitzpatrick Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000903 Reporting Channel: Internal  
Caller: Theodore Doyle Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in file handling.

### ***Description:***

A TimeoutException was thrown during file handling execution.

### ***Resolution***

Resolved by: Dwayne Acosta Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000904 Reporting Channel: Internal  
Caller: Trevor Williams Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Stephanie Stone Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000905 Reporting Channel: Internal

Caller: Marissa Arellano Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Edward Marks Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000906 Reporting Channel: Internal  
Caller: Amy Gonzalez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Stefanie Evans Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000907 Reporting Channel: Internal  
Caller: Mercedes Armstrong Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: David Henson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000908 Reporting Channel: Internal

Caller: Debra Lewis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Melissa Reilly Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000909 Reporting Channel: Internal

Caller: Steven Rojas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Michael Huang Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000910 Reporting Channel: Internal

Caller: Daniel Marks Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Lisa Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000911 Reporting Channel: Internal  
Caller: Kimberly Rivera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Jack Townsend Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000912 Reporting Channel: Internal  
Caller: Lindsay Lambert Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Spring Boot controller.

### ***Description:***

A TimeoutException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Joshua Wallace Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000913 Reporting Channel: Internal  
Caller: Timothy Lara Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Haley Wheeler Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000914 Reporting Channel: Internal  
Caller: Dennis Ross Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in API gateway routing.

### ***Description:***

A TimeoutException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Samuel Hill Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000915 Reporting Channel: Internal  
Caller: Kimberly Bennett DDS Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Matthew Tucker Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000916 Reporting Channel: Internal  
Caller: Jordan Jimenez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Scott Martinez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000917 Reporting Channel: Internal  
Caller: Sandra Foster Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Scott Garcia Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000918 Reporting Channel: Internal

Caller: Katie Rivers Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Elizabeth Anderson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000919 Reporting Channel: Internal

Caller: Darlene Vaughn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Daniel Lucero Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000920 Reporting Channel: Internal

Caller: Yolanda Simpson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Mary Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000921 Reporting Channel: Internal

Caller: Curtis Parker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Ryan Reyes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000922 Reporting Channel: Internal  
Caller: Patricia Anderson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Shelley Edwards Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000923 Reporting Channel: Internal

Caller: Jennifer Martin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Rachel McGee Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000924 Reporting Channel: Internal  
Caller: Charles Williamson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Craig Rios Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000925 Reporting Channel: Internal

Caller: Jason Cox Jr. Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Beverly Lopez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000926 Reporting Channel: Internal

Caller: Jennifer Young Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Stephanie Benson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000927 Reporting Channel: Internal

Caller: Eric Gamble Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Michael Perez MD Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalArgumentException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000928 Reporting Channel: Internal

Caller: Daniel Harris Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Karen Guerrero Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000929 Reporting Channel: Internal  
Caller: Arthur Jackson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Steve Collier Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000930 Reporting Channel: Internal

Caller: Katherine Snyder Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Cynthia Nelson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000931 Reporting Channel: Internal

Caller: Miranda Steele Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Mrs. Karen Payne Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000932 Reporting Channel: Internal

Caller: Edward Gill Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Reginald Patterson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000933 Reporting Channel: Internal

Caller: James Williams Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Christina Howe Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000934 Reporting Channel: Internal  
Caller: Michael Rivera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Zachary Brown Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000935 Reporting Channel: Internal

Caller: Corey Nicholson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Martin Miller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000936 Reporting Channel: Internal

Caller: Sara Rice Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Carlos Hansen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000937 Reporting Channel: Internal

Caller: John Reynolds Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Cheryl Mahoney Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000938 Reporting Channel: Internal  
Caller: Barbara Allen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Roy Oneill Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000939 Reporting Channel: Internal  
Caller: David Chan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jasmine Mahoney Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000940 Reporting Channel: Internal  
Caller: Janice Ramirez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Brianna Brandt Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000941 Reporting Channel: Internal

Caller: Derek Holmes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Brian Coleman Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000942 Reporting Channel: Internal  
Caller: Destiny Smith Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Robert Lopez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000943 Reporting Channel: Internal  
Caller: Rachel Mcpherson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Evelyn Smith Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000944 Reporting Channel: Internal  
Caller: Veronica Nolan Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Miss Samantha Williams DVM Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000945 Reporting Channel: Internal

Caller: Dawn Valentine Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Brian Wiggins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000946 Reporting Channel: Internal  
Caller: James Carter Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Michael Brown Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000947 Reporting Channel: Internal

Caller: Danielle Haynes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jason Stevens Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000948 Reporting Channel: Internal

Caller: Randy Cannon Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in web request processing.

### ***Description:***

A RestClientException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Tina Hampton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000949 Reporting Channel: Internal

Caller: Bonnie Lee Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Samuel Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalArgumentException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000950 Reporting Channel: Internal  
Caller: Gregory Jones Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in database transaction.

### ***Description:***

A IllegalArgumentException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Chad Cox Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in database transaction received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000951 Reporting Channel: Internal

Caller: Caleb Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jessica Gonzalez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000952 Reporting Channel: Internal

Caller: Brian Douglas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Daniel Edwards Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000953 Reporting Channel: Internal  
Caller: Katherine Sanchez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Spring Boot controller.

### ***Description:***

A IllegalArgumentException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Karl Sims Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Spring Boot controller received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000954 Reporting Channel: Internal

Caller: Susan Sutton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Thomas Jackson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000955 Reporting Channel: Internal  
Caller: Tony Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Peter Velasquez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000956 Reporting Channel: Internal  
Caller: James Hawkins Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Monica Arroyo Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000957 Reporting Channel: Internal  
Caller: Kimberly Ballard Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.io.IOException in API gateway routing.

### ***Description:***

A IOException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Christine Hebert Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000958 Reporting Channel: Internal

Caller: Melissa Shah Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Alan Logan Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000959 Reporting Channel: Internal

Caller: Patricia Rojas Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Joseph Fox Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000960 Reporting Channel: Internal  
Caller: Desiree Morales Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Nathan Phillips Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000961 Reporting Channel: Internal  
Caller: Sarah Holland Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jeffery Tate Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000962 Reporting Channel: Internal

Caller: Tyler Kirby Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Christie Petersen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000963 Reporting Channel: Internal  
Caller: Robert Lee Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Michael Henderson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000964 Reporting Channel: Internal

Caller: Lisa Barnes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Whitney McCall Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000965 Reporting Channel: Internal

Caller: Steve Mcdonald Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Christina Wilson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000966 Reporting Channel: Internal  
Caller: Daniel Coleman Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Keith Todd Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000967 Reporting Channel: Internal  
Caller: Jenna Hutchinson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Danielle Hanson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000968 Reporting Channel: Internal

Caller: Carolyn Berg Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jeffrey Pitts Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000969 Reporting Channel: Internal

Caller: Tonya Clark Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christian Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000970 Reporting Channel: Internal

Caller: Brianna Patel Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Alexandra Price Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000971 Reporting Channel: Internal

Caller: Amy Vaughn Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jennifer Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000972 Reporting Channel: Internal

Caller: Crystal Baldwin Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in web request processing.

### ***Description:***

A WebClientRequestException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Kelsey James Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000973 Reporting Channel: Internal  
Caller: Christina Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Candice Kennedy Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000974 Reporting Channel: Internal  
Caller: Sabrina Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Ann Bowman Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000975 Reporting Channel: Internal

Caller: Christina Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Monica Shannon Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000976 Reporting Channel: Internal  
Caller: Greg Bell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Danielle Bishop Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000977 Reporting Channel: Internal

Caller: Alex Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Michael Pierce Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000978 Reporting Channel: Internal

Caller: Danielle Morales Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Joshua Fischer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000979 Reporting Channel: Internal

Caller: Michele Hill Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Meagan Bailey Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000980 Reporting Channel: Internal

Caller: Tracy Wise Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Emily Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000981 Reporting Channel: Internal

Caller: Catherine Rasmussen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: John Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000982 Reporting Channel: Internal

Caller: Melissa Larson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Robert Alvarez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000983 Reporting Channel: Internal

Caller: Amy Joyce Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in database transaction.

### ***Description:***

A TimeoutException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Paige Hanson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000984 Reporting Channel: Internal

Caller: Madeline Hampton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christina Hamilton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000985 Reporting Channel: Internal  
Caller: Bailey Gibson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Pamela Kennedy Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000986 Reporting Channel: Internal  
Caller: Victoria Tate Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Daniel Mitchell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000987 Reporting Channel: Internal  
Caller: William Guerrero Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Jason Glover Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000988 Reporting Channel: Internal

Caller: Tim Washington Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Joseph Walsh Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000989 Reporting Channel: Internal  
Caller: Richard Aguirre Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kylie Campbell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000990 Reporting Channel: Internal  
Caller: Brian Edwards Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Olivia Nguyen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000991 Reporting Channel: Internal

Caller: Keith York Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Tracey Davis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000992 Reporting Channel: Internal  
Caller: Valerie Nguyen Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Spring Boot controller.

### ***Description:***

A NullPointerException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Kimberly Villanueva Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000993 Reporting Channel: Internal  
Caller: Michael Hamilton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in file handling.

### ***Description:***

A WebClientRequestException was thrown during file handling execution.

### ***Resolution***

Resolved by: Adam Scott Jr. Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000994 Reporting Channel: Internal

Caller: Erik Adams Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Melissa Avila Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000995 Reporting Channel: Internal

Caller: Gregory Baker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Misty Kelley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000996 Reporting Channel: Internal

Caller: Brenda Garcia Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in microservice communication.

### ***Description:***

A ClassCastException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Jason Wilson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000997 Reporting Channel: Internal

Caller: Wendy Nolan Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Mark Gray Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70000998 Reporting Channel: Internal  
Caller: Joseph Bryant Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Eric Ruiz Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I700009999 Reporting Channel: Internal  
Caller: Ashley Scott MD Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Wendy Stone Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001000 Reporting Channel: Internal

Caller: Michael Rodriguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Laura Roberts Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001001 Reporting Channel: Internal  
Caller: Jamie Turner Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Joseph Robinson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001002 Reporting Channel: Internal

Caller: Jessica Nelson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in web request processing.

### ***Description:***

A TimeoutException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Deanna Barnes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001003 Reporting Channel: Internal  
Caller: Jessica Montes Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: John Garza Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001004 Reporting Channel: Internal

Caller: Sarah Bell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Christopher Hernandez DDS Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001005 Reporting Channel: Internal

Caller: Stacy Allen Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Steve Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001006 Reporting Channel: Internal  
Caller: Jennifer Johnson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Darryl Nguyen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001007 Reporting Channel: Internal

Caller: Teresa Carroll Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Juan Watts Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001008 Reporting Channel: Internal

Caller: Heather Nelson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in multi-threaded task execution.

### ***Description:***

A RestClientException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Pamela Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001009 Reporting Channel: Internal  
Caller: Rachel Elliott Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Zachary Sullivan Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001010 Reporting Channel: Internal  
Caller: Shannon Johnson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Elizabeth Cunningham Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001011 Reporting Channel: Internal

Caller: Joseph Gates Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in Spring Boot controller.

### ***Description:***

A RestClientException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: William Watkins Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001012 Reporting Channel: Internal

Caller: Terrance Gray Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jennifer Frost Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001013 Reporting Channel: Internal  
Caller: Katie Williams Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in API gateway routing.

### ***Description:***

A ClassCastException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Gregory Roberts Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001014 Reporting Channel: Internal

Caller: Mario Stevenson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jesse Austin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001015 Reporting Channel: Internal

Caller: Victoria Cline Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Richard Johnson DVM Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001016 Reporting Channel: Internal

Caller: Matthew Sherman Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Amy Rhodes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001017 Reporting Channel: Internal  
Caller: Lauren Campbell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Melanie Rodriguez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001018 Reporting Channel: Internal

Caller: Jennifer Smith Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: James Fuller Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001019 Reporting Channel: Internal

Caller: Sandra Meyer Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Christopher Lowe Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001020 Reporting Channel: Internal  
Caller: Kevin Hall Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Maurice Alexander Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001021 Reporting Channel: Internal

Caller: Tammy Jones Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Sandra Newton Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001022 Reporting Channel: Internal  
Caller: April Schultz Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in API gateway routing.

### ***Description:***

A IllegalStateException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Christina Combs Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001023 Reporting Channel: Internal

Caller: Gabriel Horton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in web request processing.

### ***Description:***

A IllegalArgumentException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Lacey Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in web request processing received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001024 Reporting Channel: Internal

Caller: Angel Johnson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jessica Dean Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001025 Reporting Channel: Internal  
Caller: Louis Dixon Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Yesenia Chen Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001026 Reporting Channel: Internal

Caller: Kimberly Willis Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: John Washington Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001027 Reporting Channel: Internal  
Caller: Ann Lowe Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Brian Mitchell Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001028 Reporting Channel: Internal

Caller: Laurie Grant Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in multi-threaded task execution.

### ***Description:***

A IllegalArgumentException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: John Gray Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in multi-threaded task execution received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001029 Reporting Channel: Internal  
Caller: Scott Farrell Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Donna Phillips Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001030 Reporting Channel: Internal

Caller: Brian Frank Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in Kafka message listener.

### ***Description:***

A NullPointerException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: David Smith Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001031 Reporting Channel: Internal  
Caller: Thomas Wall Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in file handling.

### ***Description:***

A RestClientException was thrown during file handling execution.

### ***Resolution***

Resolved by: Kevin Stevens Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001032 Reporting Channel: Internal

Caller: George Mcdowell Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Alice Doyle Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001033 Reporting Channel: Internal

Caller: Paul Sutton Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Toni Baldwin Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001034 Reporting Channel: Internal

Caller: Tracey Bishop Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Tammy Munoz Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001035 Reporting Channel: Internal  
Caller: Andrea Perry Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Alan Williams Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001036 Reporting Channel: Internal  
Caller: Gabriel Rodriguez Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in database transaction.

### ***Description:***

A IllegalStateException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Kathryn Ingram Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001037 Reporting Channel: Internal  
Caller: Nicholas Barrera Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Spring Boot controller.

### ***Description:***

A WebClientRequestException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Cody Flores Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001038 Reporting Channel: Internal

Caller: Justin Taylor Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Micheal Reyes Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001039 Reporting Channel: Internal

Caller: Ricky Rhodes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in Kafka message listener.

### ***Description:***

A TimeoutException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: William Cook Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001040 Reporting Channel: Internal  
Caller: Mario Townsend Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Katherine Spencer Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001041 Reporting Channel: Internal

Caller: Randy Butler Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in database transaction.

### ***Description:***

A WebClientRequestException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Christopher Sparks Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001042 Reporting Channel: Internal

Caller: Michelle Nelson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Robert Peck Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001043 Reporting Channel: Internal

Caller: Donald Sandoval Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Leroy Scott Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001044 Reporting Channel: Internal

Caller: Nancy Brown Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in Kafka message listener.

### ***Description:***

A WebClientRequestException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Jessica Williams Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001045 Reporting Channel: Internal  
Caller: Sarah Hamilton Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Lisa Berry Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001046 Reporting Channel: Internal  
Caller: Nicholas Galloway Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Sheila Meza Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001047 Reporting Channel: Internal

Caller: Casey Parker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Heidi Merritt Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001048 Reporting Channel: Internal

Caller: Jaime Perez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.io.IOException in microservice communication.

### ***Description:***

A IOException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Sophia Velazquez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001049 Reporting Channel: Internal

Caller: Jennifer Hunt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Jared Bentley Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001050 Reporting Channel: Internal

Caller: Shawn Romero Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in multi-threaded task execution.

### ***Description:***

A WebClientRequestException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Laurie Petersen Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException
at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001051 Reporting Channel: Internal

Caller: Molly Short Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.io.IOException in web request processing.

### ***Description:***

A IOException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Katherine Fletcher Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001052 Reporting Channel: Internal  
Caller: Ashley Durham Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in file handling.

### ***Description:***

A NullPointerException was thrown during file handling execution.

### ***Resolution***

Resolved by: Danielle Vasquez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001053 Reporting Channel: Internal

Caller: Robert Booker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in multi-threaded task execution.

### ***Description:***

A IllegalStateException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Toni Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001054 Reporting Channel: Internal  
Caller: Brett Waters Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in API gateway routing.

### ***Description:***

A WebClientRequestException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Julie Graham Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001055 Reporting Channel: Internal

Caller: Michael Wilson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in multi-threaded task execution.

### ***Description:***

A ClassCastException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Tina Hernandez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001056 Reporting Channel: Internal

Caller: Michael Peters Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in Kafka message listener.

### ***Description:***

A IllegalStateException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Cathy Mercer Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001057 Reporting Channel: Internal

Caller: Jason Rollins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in web request processing.

### ***Description:***

A NullPointerException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Jamie Boone Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001058 Reporting Channel: Internal

Caller: Karen Krause DVM Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in microservice communication.

### ***Description:***

A IllegalStateException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Bradley Little Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001059 Reporting Channel: Internal  
Caller: Christopher Moore Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Michelle Coffey Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001060 Reporting Channel: Internal  
Caller: Melinda Garcia Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Clifford Aguirre Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001061 Reporting Channel: Internal

Caller: Maria Barker Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.io.IOException in database transaction.

### ***Description:***

A IOException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Amanda Ellis Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001062 Reporting Channel: Internal

Caller: Ricky Farmer Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Christine Jimenez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001063 Reporting Channel: Internal

Caller: Jasmine Martinez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.io.IOException in multi-threaded task execution.

### ***Description:***

A IOException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Andrew Ramirez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.io.IOException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001064 Reporting Channel: Internal  
Caller: Gary Pope Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in file handling.

### ***Description:***

A ClassCastException was thrown during file handling execution.

### ***Resolution***

Resolved by: Thomas Calhoun Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001065 Reporting Channel: Internal  
Caller: Angela Mccarthy Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in API gateway routing.

### ***Description:***

A RestClientException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Yesenia Gordon Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.client.RestClientException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001066 Reporting Channel: Internal  
Caller: David Thompson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in file handling.

### ***Description:***

A IllegalArgumentException was thrown during file handling execution.

### ***Resolution***

Resolved by: Alexandra Riley Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in file handling received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001067 Reporting Channel: Internal

Caller: Donald Meyer Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Rachel Butler Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001068 Reporting Channel: Internal

Caller: Rachel Grant Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Megan Carr Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001069 Reporting Channel: Internal  
Caller: Wanda Flowers Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Charles Macdonald Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001070 Reporting Channel: Internal

Caller: Kimberly Hendricks Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in microservice communication.

### ***Description:***

A IllegalArgumentException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Arthur Thomas Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in microservice communication received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001071 Reporting Channel: Internal  
Caller: Michael Casey Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in database transaction.

### ***Description:***

A ClassCastException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Nicholas Cherry Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001072 Reporting Channel: Internal

Caller: Michael Munoz Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in database transaction.

### ***Description:***

A RestClientException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Daniel Dean Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in database transaction.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001073 Reporting Channel: Internal

Caller: Ernest Daniel Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Micheal Dixon Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001074 Reporting Channel: Internal  
Caller: Derrick Green Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Bryan Lawson Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001075 Reporting Channel: Internal  
Caller: Jessica Burns Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.io.IOException in Spring Boot controller.

### ***Description:***

A IOException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Amber Perez Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001076 Reporting Channel: Internal

Caller: Patrick Chandler Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.io.IOException in Kafka message listener.

### ***Description:***

A IOException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Robin Jones Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001077 Reporting Channel: Internal

Caller: John Schmidt Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Edward Johnson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001078 Reporting Channel: Internal

Caller: Daniel Hopkins Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in microservice communication.

### ***Description:***

A NullPointerException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Timothy Watson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001079 Reporting Channel: Internal

Caller: Mary White Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.reactive.function.client.WebClientRequestException in microservice communication.

### ***Description:***

A WebClientRequestException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Dawn Riddle Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future WebClientRequestException.

### ***5 Why's:***

Why did the exception occur? A WebClientRequestException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
org.springframework.web.reactive.function.client.WebClientRequestException  
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001080 Reporting Channel: Internal  
Caller: Monica Watson Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: John Kennedy Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001081 Reporting Channel: Internal

Caller: Mariah Haynes Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in web request processing.

### ***Description:***

A ClassCastException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Julie Hall Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001082 Reporting Channel: Internal

Caller: Jeffrey Dominguez Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in multi-threaded task execution.

### ***Description:***

A TimeoutException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Adam Novak Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.util.concurrent.TimeoutException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001083 Reporting Channel: Internal

Caller: Miranda Warren Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in Kafka message listener.

### ***Description:***

A IllegalArgumentException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Suzanne Fitzpatrick Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in Kafka message listener received invalid input.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException
at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001084 Reporting Channel: Internal

Caller: Jennifer Robinson Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: multi-threaded task execution Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in multi-threaded task execution.

### ***Description:***

A NullPointerException was thrown during multi-threaded task execution execution.

### ***Resolution***

Resolved by: Sherry Myers Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during multi-threaded task execution.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.NullPointerException

at com.incidentgen.multi-threadedtaskexecution.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001085 Reporting Channel: Internal

Caller: Claudia Bentley PhD Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

org.springframework.web.client.RestClientException in microservice communication.

### ***Description:***

A RestClientException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Michael Sanchez Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future RestClientException.

### ***5 Why's:***

Why did the exception occur? A RestClientException occurred in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

org.springframework.web.client.RestClientException

at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001086 Reporting Channel: Internal  
Caller: Heather Medina Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.io.IOException in file handling.

### ***Description:***

A IOException was thrown during file handling execution.

### ***Resolution***

Resolved by: Philip Nixon Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IOException.

### ***5 Why's:***

Why did the IOException occur? A file or network stream failed in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.io.IOException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001087 Reporting Channel: Internal  
Caller: Veronica Hicks Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: database transaction Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in database transaction.

### ***Description:***

A NullPointerException was thrown during database transaction execution.

### ***Resolution***

Resolved by: Terry Patel Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during database transaction.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.databasetransaction.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001088 Reporting Channel: Internal

Caller: James Price Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: web request processing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in web request processing.

### ***Description:***

A IllegalStateException was thrown during web request processing execution.

### ***Resolution***

Resolved by: Bryan Carlson Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in web request processing.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.IllegalStateException

at com.incidentgen.webrequestprocessing.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001089 Reporting Channel: Internal  
Caller: Eric Armstrong Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: Spring Boot controller Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Spring Boot controller.

### ***Description:***

A ClassCastException was thrown during Spring Boot controller execution.

### ***Resolution***

Resolved by: Anthony Lewis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Spring Boot controller.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.ClassCastException
at com.incidentgen.SpringBootcontroller.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001090 Reporting Channel: Internal

Caller: Heather Soto Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: Kafka message listener Customer Impact: Yes

### ***Summary:***

java.lang.ClassCastException in Kafka message listener.

### ***Description:***

A ClassCastException was thrown during Kafka message listener execution.

### ***Resolution***

Resolved by: Joy Lee Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future ClassCastException.

### ***5 Why's:***

Why did the ClassCastException occur? An object was cast incorrectly in Kafka message listener.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

java.lang.ClassCastException

at com.incidentgen.Kafkamessagelistener.Handler.invoke(Handler.java:67)

at com.service.core.Processor.process(Processor.java:33)

at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)

at java.base/java.lang.Thread.run(Thread.java:833)



Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001091 Reporting Channel: Internal  
Caller: Lisa Bruce Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: file handling Customer Impact: Yes

### ***Summary:***

java.lang.IllegalStateException in file handling.

### ***Description:***

A IllegalStateException was thrown during file handling execution.

### ***Resolution***

Resolved by: Jeffrey Davis Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalStateException.

### ***5 Why's:***

Why did the exception occur? A IllegalStateException occurred in file handling.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalStateException
at com.incidentgen.filehandling.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001092 Reporting Channel: Internal  
Caller: Thomas Greene Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.IllegalArgumentException in API gateway routing.

### ***Description:***

A IllegalArgumentException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Jordan Boyd Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future IllegalArgumentException.

### ***5 Why's:***

Why did the IllegalArgumentException occur? A method in API gateway routing received invalid input.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.IllegalArgumentException  
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)  
at com.service.core.Processor.process(Processor.java:33)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)  
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001093 Reporting Channel: Internal

Caller: Alexander Ashley Status: Resolved

Category: Technology Severity: 2 (Medium)

Subcategory: Exception Priority: 1 (High)

Service Impacted: microservice communication Customer Impact: Yes

### ***Summary:***

java.util.concurrent.TimeoutException in microservice communication.

### ***Description:***

A TimeoutException was thrown during microservice communication execution.

### ***Resolution***

Resolved by: Kelly Cannon Start Time: 2025-06-06 11:00 PDT

Customer Resolution Time: 2025-06-06 11:15 PDT

Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future TimeoutException.

### ***5 Why's:***

Why did the TimeoutException occur? A slow response exceeded time limits in microservice communication.

Why did it occur in that context? The call path encountered unhandled data.

Why was the data unhandled? The input validator was disabled.

Why was validation disabled? It was mistakenly removed during code cleanup.

Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.util.concurrent.TimeoutException
at com.incidentgen.microservicecommunication.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```

Report Title: Incident Info

Date and Time: 2025-06-06 11:00 Pacific Daylight Time

Run by: Incident Engine

### ***Incident***

Number: I70001094 Reporting Channel: Internal  
Caller: Crystal Kim Status: Resolved  
Category: Technology Severity: 2 (Medium)  
Subcategory: Exception Priority: 1 (High)  
Service Impacted: API gateway routing Customer Impact: Yes

### ***Summary:***

java.lang.NullPointerException in API gateway routing.

### ***Description:***

A NullPointerException was thrown during API gateway routing execution.

### ***Resolution***

Resolved by: Rebecca Reyes Start Time: 2025-06-06 11:00 PDT  
Customer Resolution Time: 2025-06-06 11:15 PDT  
Resolution Time: 2025-06-06 11:15 PDT

### ***Resolution notes:***

A patch fixed the faulty module and added safeguards for future NullPointerException.

### ***5 Why's:***

Why did the NullPointerException occur? Null reference accessed during API gateway routing.  
Why did it occur in that context? The call path encountered unhandled data.  
Why was the data unhandled? The input validator was disabled.  
Why was validation disabled? It was mistakenly removed during code cleanup.  
Why was the removal not detected? Automated tests didn't cover edge inputs.

### ***Exception Stacktrace:***

```
java.lang.NullPointerException
at com.incidentgen.APIgatewayrouting.Handler.invoke(Handler.java:67)
at com.service.core.Processor.process(Processor.java:33)
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1136)
at java.base/java.lang.Thread.run(Thread.java:833)
```