

Report Title: Incident Info

Date and Time: 2025-05-29 10:48 Pacific Daylight Time

Run by: Alka Grover

## Incident

Number:	I123	Reporting Channel:	Internal
Caller:	Alka Grover	Status:	Resolved
Category:	Technology	Severity:	3 (Low)
Subcategory:	Alert	Priority:	2 (Moderate)
Service Impacted:	Alert Generator	Customer Impact:	Yes

## Summary:

Customer was unable to get the alert to verify the email

## Description:

Customer was unable to receive the alert to verify the email between 2025-05-29 10:48 PDT till 2025-05-29 11:53 PDT

## Resolution

Resolved by:	Henry Chen	Start Time:	2025-05-29 10:48 PDT
Customer Resolution Time:	2025-05-29 11:53 PDT	Resolution Time:	2025-05-29 11:53 PDT

## Resolution notes:

The uncaught exception caused the code with alert generation to get skipped. Exception handling block for the specific exception was added for the exception to be handled correctly.

#### 5 Why's:

1. Why some customers didn't receive the alert?

The alert did not get generated

2. Why did the alert not get generated?

The code for generation of the alerts didn't execute

3. Why did the code to generate the alerts didn't execute?

An exception occurred that was not caught and the code for generation of alerts was skipped

4. Why was the exception not caught?

The exception was not caught as the block for the specific exception was missing

5. Why was the block for the exception in the picture, missing?

It was missing because it was an edge case scenario and was missed out during coding

#### Exception Stacktrace:

Exception in thread "main" java.lang.NullPointerException

at com.verifyemail.AlertGen.generateAlert(AlertGen.java:15)

at com.Verifyemail.AlertGen.getCustomerData(AlertGen.java:5)