

Authentication issue on Enterprise Login

February 22nd, 2026.

Summary

On February 22, 2026, at 16:26 UTC, some users experienced intermittent issues signing in to enterprise.monotype.com.

Affected users encountered intermittent access errors and degraded performance during authentication, retrying the login page typically loaded and authentication proceeded normally.

Users who were already signed in remained logged in and were able to continue using the service.

Login functionality was fully restored on February 22, 2026, at 18:52 UTC, lasting 2 hours and 26 minutes.

The disruption affected the authentication process for a subset of users and was caused by elevated errors in an external authentication provider. No data loss or data corruption occurred during the incident.

Event Timeline (UTC)

4:26 PM - Reports began that some users were experiencing intermittent issues signing in and were seeing access errors when attempting to log in. Investigation started.

5:31 PM - The external authentication provider confirmed elevated error rates and began an investigation.

6:09 PM - The external authentication provider continued investigating; errors remained elevated.

6:41 PM - The external authentication provider implemented mitigation actions, and error reduction was observed.

6:52 PM - Login functionality was fully restored and confirmed operational.

Root Cause Analysis

The incident was caused by elevated error rates in the infrastructure of an external authentication provider used for login and logout on enterprise.monotype.com. Because the disruption occurred within the provider's infrastructure, the service platform experienced intermittent authentication failures during the incident window.

Once the external provider identified and mitigated the underlying issue within its infrastructure, login functionality was restored and confirmed stable.

Key Observations

- The disruption affected only the login process for a subset of users. Users who were already signed in were able to continue working normally.
- The issue was intermittent, and login attempts often succeeded on retry.
- The root cause was within an external provider's infrastructure outside the direct control of the service platform.
- No data loss or data corruption occurred.

Corrective and Preventative Actions

Immediate Corrective Actions

- Monitored the external authentication provider's incident status and validated service recovery once the provider resolved the issue.
- Confirmed sustained stability of login and logout flows after resolution.

Preventative Actions Implemented

- Enhanced monitoring to improve detection of authentication-related service disruptions.
- Implemented resilience improvements around authentication flows to reduce end-user impact during transient provider failures.
- Updated operational procedures to accelerate identification and recovery in similar scenarios.

These measures ensure improved stability, resilience, and long-term scalability of Monotype services.