

Enterprise dashboard access disruption on 13 April 2026

Summary

On 13 April 2026 at 09:15 UTC, some customers experienced an issue accessing the Enterprise dashboard. For affected users, the dashboard did not load correctly and appeared blank or failed to load. The issue was resolved at 09:45 UTC, resulting in an incident duration of approximately 30 minutes.

The disruption occurred after a routine service update introduced an incompatibility in the request processing required for Enterprise dashboard initialization. A corrected update was deployed to restore normal operation. No data loss or data corruption occurred.

Event Timeline (UTC)

- **09:15** - Issue began shortly after a routine service update.
- **09:20** - Elevated request failures were observed affecting Enterprise dashboard load behavior.
- **09:24** - Temporary service errors were confirmed for dashboard initialization requests.
- **09:28** - The incident was confirmed after reports of blank Enterprise dashboard pages; investigation and mitigation began.
- **09:35** - The team identified unintended application changes in the production update that depended on unavailable production prerequisites.
- **09:42** - A corrected update was prepared and validated.
- **09:45** - The corrected update was deployed; service functionality was restored and dashboard access returned to normal operation.

Root Cause Analysis

The issue was caused by unintended application changes being included in a production service update. These changes were intended for a future capability and depended on production prerequisites that were not yet available.

As a result, a service component required for Enterprise dashboard initialization could not complete the required access and initialization checks for some requests. This caused request failures that prevented affected users from loading the Enterprise dashboard until a corrected update was deployed.

Key Observations

- The impact was limited to some users attempting to access or refresh the Enterprise dashboard during the incident window.
- Users who did not attempt to load or refresh the dashboard during the incident window may not have been affected.
- The issue was contained to Enterprise dashboard initialization and was resolved through a corrected service update.
- Service functionality returned to normal operation after the corrected update was deployed and validated.
- No data loss or data corruption occurred.

Corrective and Preventative Actions

Immediate Corrective Actions

- Identified the unintended application changes included in the production update.
- Removed the incompatible changes from the release path.
- Prepared and deployed a corrected service update to restore Enterprise dashboard initialization.
- Validated that dashboard requests completed successfully after the corrected update was deployed.

Preventative Actions

- Strengthening release validation controls to prevent future feature changes from being included in production updates before they are ready.
- Adding pre-release verification for production prerequisites related to service changes.
- Improving validation coverage for dependencies required by Enterprise dashboard initialization.
- Enhancing monitoring and alerting for elevated request failures to support faster detection and mitigation.

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