

# Enterprise Service Disruption on April 28, 2026

## Summary

On April 28, 2026, at 05:55 UTC, some users of the Monotype Enterprise service experienced issues accessing font management functionality. Affected users were unable to list or add fonts and encountered service errors when attempting to use the platform.

Service functionality was fully restored on April 28, 2026, at 07:07 UTC. The incident lasted approximately 72 minutes. The disruption was caused by an application-level failure in a backend authentication component that led to service instability. No data loss or data corruption occurred during the incident.

## Event Timeline (UTC)

- **05:55** - Reports began that some users were unable to access font management features and were encountering service errors. Investigation started.
- **05:56** - The engineering team began investigating the service disruption.
- **06:33** - The issue was escalated and communicated to relevant internal teams.
- **06:45** - Recovery actions were applied, and services began recovering. The team monitored system performance to ensure stability.
- **07:07** - Service functionality was fully restored and confirmed operational.

## Root Cause Analysis

The incident was caused by a failure in a backend authentication component responsible for validating user sessions. The component encountered repeated errors while processing certain session validation requests. These errors accumulated over time and destabilized the hosting environment, causing the service to become intermittently unreachable for affected font management requests.

At the service request layer, this instability resulted in temporary service errors being returned to users attempting to list or add fonts. Service availability was restored after the affected backend services were restarted and the hosting environment was stabilized.

## Key Observations

- The disruption affected font listing and font addition functionality for some Monotype Enterprise users.
- The underlying issue had been developing gradually, with early signs appearing in mid-March and escalating after a mid-April service update.
- The impact was contained to the affected service functionality and did not result in data loss or data corruption.
- Service responsiveness returned after the affected backend services and hosting environment were stabilized.

## Corrective and Preventative Actions

### Immediate Corrective Actions

- Restarted the affected backend services to clear stalled processes and restore service responsiveness.
- Stabilized the hosting environment to stop cascading service errors.
- Verified connectivity to dependent services after recovery and monitored the affected service path for recurring session validation failures.

### Preventative Actions

- Updating session validation logic to gracefully handle edge-case scenarios rather than allowing unhandled failures.
- Enhancing monitoring and alerting for the affected service to detect similar issues earlier.
- Updating operational procedures to accelerate identification and recovery in similar scenarios.

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