

Enterprise Authentication Disruption

May 26, 2026

Summary

On May 26, 2026, some users experienced errors when accessing Enterprise. During the incident, requests required for application startup and sign-in were intermittently unsuccessful, causing affected users to see error responses instead of the service loading normally.

Beginning at 14:11 UTC, Enterprise experienced an authentication-related service disruption. Affected users encountered server errors when loading the application, preventing normal access for part of the incident window.

The issue was traced to a degraded authentication component in the request flow. Service was restored after the impacted authentication components were restarted, and normal request processing resumed. No data loss or data corruption occurred.

Event Timeline (UTC)

2:11 PM - User-facing errors began affecting access to Enterprise.

2:52 PM - Investigation identified failures within the authentication path used during application startup.

3:07 PM - Recovery actions were applied to the affected authentication components.

3:12 PM - Errors returned to normal levels and service functionality was restored.

Root Cause Analysis

The incident was caused by degradation in an authentication service used by Enterprise during application initialization and access validation. When that service became unhealthy, requests that depended on authentication checks could not be completed successfully, resulting in server errors for end users.

Once the affected authentication components were recycled, the service recovered and requests were processed normally again.

Key Observations

- The disruption primarily affected access and application startup flows that depended on authentication checks.
- The issue was limited to service availability and did not impact customer data integrity.
- No data loss or data corruption occurred during the incident.
- Recovery was immediate after the impacted authentication components were restored to a healthy state.

Corrective and Preventative Actions

Immediate Corrective Actions

- Restarted the affected authentication components to restore healthy request processing.
- Validated recovery by confirming that user-facing errors returned to normal levels and Enterprise access was functioning again.

Preventative Actions Implemented

- Improved monitoring for authentication-path failures to enable faster detection of similar issues.
- Updated operational response procedures to reduce recovery time for authentication service degradation.
- Initiated follow-up investigation into the underlying service instability to reduce recurrence risk.

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