Enterprise service disruption

June 11, 2026

Summary

On June 11, 2026, Enterprise users experienced a service disruption that caused elevated application errors and intermittent HTTP 500 responses. During the incident, some users saw the Enterprise Dashboard fail to load after sign-in.

Service was fully restored at 3:06 AM UTC. The incident lasted 89 minutes. No data loss or data corruption occurred.

Event Timeline (UTC)

1:37 AM - Monitoring detected elevated error rates affecting Enterprise production. Users began experiencing service degradation and HTTP 500 responses.
1:38 AM - The on-call engineer acknowledged the alert and began an investigation.
1:45 AM - Incident communication was shared and status updates were posted.
2:44 AM - The affected service area was identified and corrective actions were initiated. Recovery was observed as error rates began returning to normal.
3:06 AM - Enterprise services were confirmed healthy and fully operational. The incident was resolved and post-recovery monitoring continued.

Root Cause Analysis

The incident was caused by a service availability issue within the Enterprise application environment that disrupted normal request processing. As a result, some user requests failed and returned HTTP 500 errors, including requests needed to load parts of the Enterprise experience after sign-in.

Once the affected application components were identified, recovery actions were taken to restore application availability and normal request handling. Following these actions, backend connectivity recovered, application errors returned to normal levels, and the impacted user flows were validated as operational.

Key Observations

- The disruption affected request processing and caused intermittent HTTP 500 errors for users accessing Enterprise.
- The issue impacted application availability but did not result in data loss or data corruption.
- Monitoring detected the degradation quickly, allowing the incident to be investigated and mitigated promptly.

Corrective and Preventative Actions

Immediate Corrective Actions

- Identified the affected application service area and applied recovery actions to restore availability.
- Validated service health after recovery and continued monitoring until stability was confirmed.

Preventative Actions Implemented

- Improve monitoring and alerting for application health and service availability to detect similar failures faster.
- Strengthen operational checks to reduce time to identify and recover from backend service interruptions.

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