

Enterprise Service Disruption - August 20, 2026

Summary

On August 20, 2026, users of Monotype Enterprise experienced a service disruption that affected the Dashboard, Browse, MyLibrary, and Manage experiences. Some pages did not load or function correctly during application initialization. Service recovery began at 6:47 AM UTC, and the incident was fully resolved at 7:13 AM UTC. No data loss or data corruption occurred.

Event Timeline (UTC)

6:38 AM - Monitoring detected an increase in unsuccessful requests affecting Enterprise services, and investigation began.

6:47 AM - The affected release was reverted to the previous stable version. Services began recovering and were monitored for stability.

7:13 AM - The corrected release was deployed after the missing production configuration was incorporated. Services were confirmed fully restored and stable.

Root Cause Analysis

The incident was caused by an incomplete reconciliation between the software already running in production and the incoming release. A required security-related configuration change that was present in the previously stable production version was not included in the new release. Because the application depended on that configuration during startup, affected Enterprise pages could not initialize correctly for some users.

Key Observations

- The disruption affected the Enterprise Dashboard, Browse, MyLibrary, and Manage experiences.
- Reverting to the previous stable version restored service availability while the corrected release was prepared.
- The missing configuration was incorporated into the release before it was redeployed.
- Full regression, sanity, and verification testing was completed on the corrected release before it was promoted as the production baseline.
- No data loss or data corruption occurred.

Corrective and Preventative Actions

Immediate Corrective Actions

- Reverted the affected release to the previous stable version to restore service availability.
- Incorporated the missing production configuration into the corrected release.
- Redeployed the corrected release and verified that services were fully restored and stable.
- Completed regression, sanity, and verification testing on the corrected release before establishing it as the production baseline.

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