

Enterprise Dashboard Intermittent Access Issue

September 22, 2026

Summary

On September 22, 2026, some users accessing the Enterprise platform from outside Monotype networks experienced intermittent access failures. Some requests were completed normally while others were blocked. Service access was restored after the affected access configurations were corrected, and standard public access was reinstated.

Event Timeline (UTC)

6:44 AM – Upon getting alert for service disruption of Enterprise services, the team began investigating.

7:38 AM - Team identified the issue affecting search functionality on Enterprise and began implementing a solution.

7:48 AM - The fix was applied and service recovery was observed while team continued monitoring for stability.

8:13 AM - The issue was fully resolved and services were functioning normally.

Root Cause Analysis

During routine infrastructure maintenance, an access-control configuration was temporarily applied to a supporting Enterprise service. The configuration allowed traffic through only part of the service's normal outbound network paths. As a result, requests were handled inconsistently; traffic using an allowed path succeeded, while traffic using another valid path was blocked. This produced the intermittent external-access behavior experienced by users.

Key Observations

- The issue affected external access intermittently rather than causing a complete service outage.
- The behavior depended on which valid service network path handled a request.
- The issue was resolved after all required service network paths were allowed, and the temporary restrictive access configuration was removed.

Corrective and Preventative Actions

Immediate Corrective Actions

- Updated the affected access configuration so all required service network paths were permitted.
- Removed the temporary restrictive access configuration and restored the standard external access policy.
- Confirmed that Enterprise access was functioning normally for users after the change.

Preventative Actions Implemented

- Updated operational guidance to require validation of all service network paths before applying restrictive access controls during maintenance.
- Added a pre-change verification step for maintenance activities that modify external access restrictions.

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