WhatTheFont Service Disruption — October 5, 2026

Summary

On October 5, 2026, WhatTheFont functionality experienced intermittent failures and periods of unavailability. The disruption resulted from inconsistent request-routing configurations across service instances. The issue was identified, the configurations were aligned, and normal service was confirmed at 11:50 AM UTC. The observed incident window was 60 minutes.

Event Timeline (UTC)

10:50 AM — Monitoring detected increased unsuccessful requests affecting WhatTheFont functionality, and investigation began.

10:58 AM — The investigation identified inconsistent behavior across service instances.

11:05 AM — The team identified differences in the software versions running across instances.

11:11 AM — Differences in request-routing configurations were confirmed.

11:20 AM — The team confirmed that reused deployment identifiers and locally cached software versions had caused the configuration inconsistency.

11:32 AM — The same validated routing configuration was applied across affected instances.

11:40 AM — Validation confirmed that WhatTheFont functionality was recovering.

11:45 AM — The corrective change was confirmed, and service stability monitoring began.

11:50 AM — WhatTheFont functionality was fully restored and operating normally.

Root Cause Analysis

Different service instances were running different software contents under the same deployment identifier. Because previously downloaded versions could be reused, instances did not consistently receive the same request-routing configuration. As a result, requests to WhatTheFont were handled differently depending on the instance processing them, causing intermittent failures and unavailability.

Key Observations

- The disruption affected WhatTheFont functionality.
- The same deployment identifier did not guarantee identical software content across service instances.
- Differences in request-routing configuration directly contributed to inconsistent service behavior.

- Aligning the affected configurations restored normal functionality.

Corrective and Preventative Actions

Immediate Corrective Actions

- Identified and compared the inconsistent configurations across affected service instances.
- Applied the same validated routing configuration across all affected instances.
- Verified successful request routing and confirmed full service recovery.
- Monitored the service after the correction to confirm stability.

Preventative Actions Implemented

- Permanent remediation has been identified and is being tracked to ensure that deployments use uniquely identifiable, immutable software versions and maintain consistent configuration across service instances.

These measures are intended to improve the stability and resilience of WhatTheFont services.