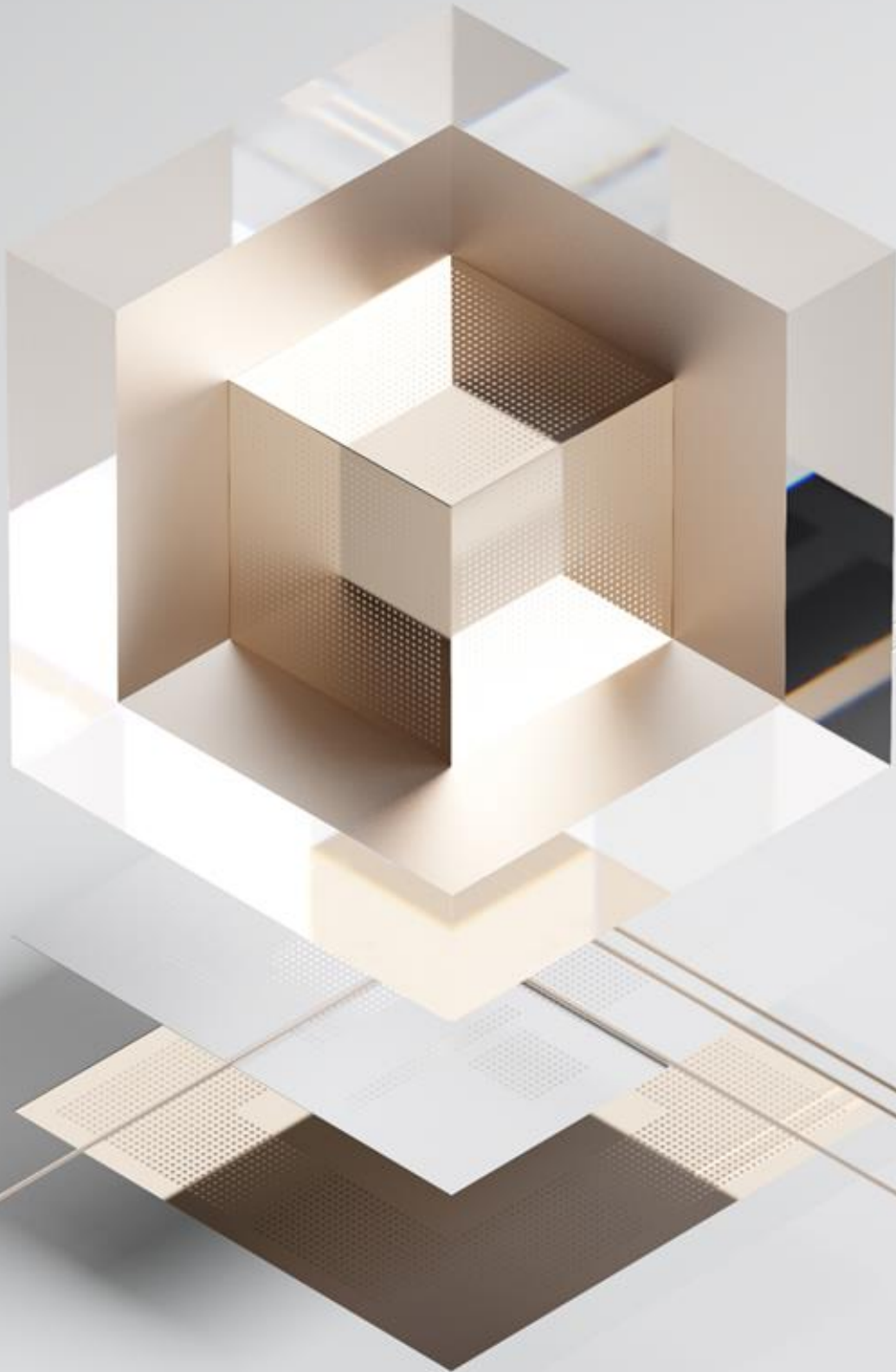


July 27, 2026

Root Cause Analysis and Mitigation Plan



Agenda

Incident summary

Incident impact

Root cause analysis

Incident timeline

Piano solutions

Summary

Incident date

July 27, 2026

Affected software modules

Identity Management: Registration + Login

Affected environment or location

US / EU / Sandbox

Incident scope

Partial outage, client-specific: only whitelabel clients with a custom static domain configured for the Identity Management UI's static artifacts

Incident duration

138 minutes

Impact

Incident severity

High

Impact description

During the incident window, affected end users were unable to sign in or register. The login window did not open. Users already signed in were not affected. The issue was limited to clients serving the Identity Management: Registration + Login interface from a custom domain; other clients were not affected.

Root cause

On July 27, 2026, Piano deployed a new version of the Identity Management: Registration + Login interface, as part of a planned technical upgrade to keep the platform current and secure by updating underlying software dependencies.

The new version contained a defect that affected only clients serving the interface from a custom domain: under that configuration, the interface failed to load, preventing login and registration. This configuration is unique to client environments and wasn't represented in Piano's pre-release testing, which is why the defect wasn't caught before release.

To restore service, Piano rolled the interface back to the previous stable version across all affected environments.

To prevent recurrence, Piano will release a corrected version of the upgrade and add an automated regression test that runs with a custom static domain configured, which is the exact condition that went untested this time.

Incident timeline

Minutes	Date / Time (UTC)	Description
0	July 27, 2026 08:00	New ID UI version released.
71	July 27, 2026 09:11	Client report received; issue confirmed and escalated.
74	July 27, 2026 09:14	Cause identified; rollback initiated.
138	July 27, 2026 10:18	Rollback completed across all affected environments; service restored.

Piano solutions and corrective measures

Rolled back ID UI to the previous stable version across all affected environments

Status

Done

Estimated delivery date

Jul 27, 2026

Rework the release with the defect fixed before redeploying

Status

Planned

Estimated delivery date

Aug 17, 2026

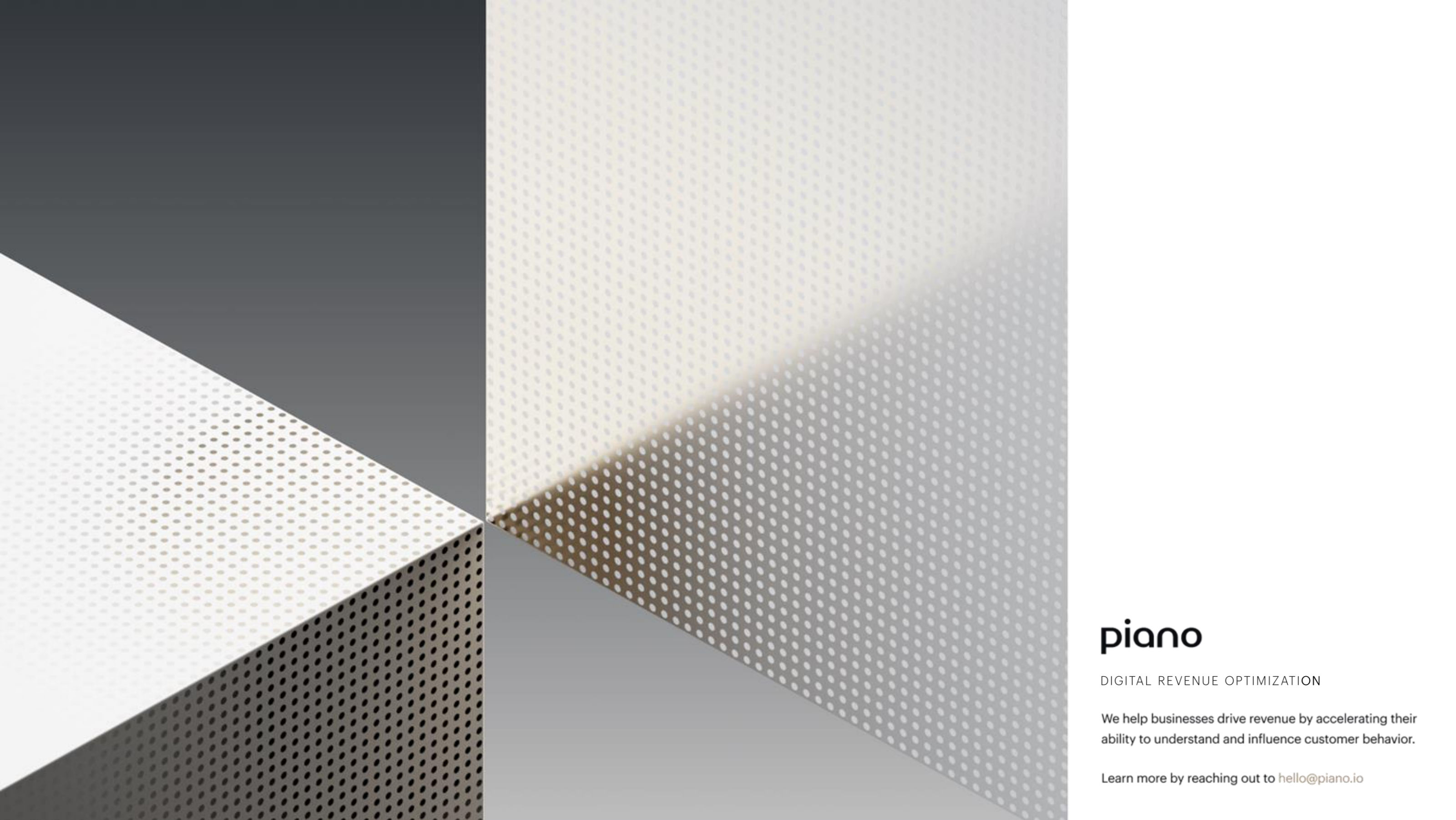
Add automated regression test that runs with a custom static domain configured

Status

Planned

Estimated delivery date

Aug 17, 2026



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