

INCIDENT REPORT

Page Designer and Directory Service Interruption

1. Summary

Beginning at 10:52 CET on Monday, 24 August 2026, customers reported that Page Designer and Directory were unavailable. The incident was escalated internally at 12:08 CET and affected all customers. Both services were fully restored at 18:22 CET on Tuesday, 25 August 2026, approximately 31 hours and 30 minutes after customer reports began.

The outage occurred after the Microsoft Azure subscriptions supporting the services were disabled in connection with an administrative account transition issue originating from Omnia's acquisition of LiveTiles. No data was lost or corrupted, there was no security impact, and no customer action was required.

2. Timeline

2026-08-24 10:52 CET - Customers reported that Page Designer and Directory were unavailable.

2026-08-24 12:08 CET - The incident was escalated internally and technical investigation began.

2026-08-24 approximately 12:30 CET - The investigation identified the affected Microsoft Azure subscription status and the related administrative account transition issue. Corrective actions were initiated.

2026-08-24 13:14 CET - The required administrative account correction process began for the affected subscriptions.

2026-08-24 13:31 CET - The initial account correction was completed in an attempt to trigger automatic subscription reactivation.

2026-08-24, 14:10 CET - The remaining required administrative account actions were completed.

2026-08-24 14:19 CET - A high-priority support case was opened with Microsoft because the subscriptions had not reactivated automatically.

2026-08-24 14:30 CET - In parallel with the Microsoft support case, contingency planning was initiated for disaster recovery activities that could be implemented if blockers emerged in the primary recovery track. These activities focused on identifying alternative restoration options, assessing dependencies, and preparing measures to enable service recovery should Microsoft-assisted subscription reactivation be delayed or unavailable.

2026-08-24 18:40 CET - The evaluation of alternative recovery options concluded that redeploying the existing infrastructure and hosting platform would be significantly constrained without access to certain key subscription artifacts from the existing environment. Based on this assessment, Microsoft-assisted reactivation of the affected subscriptions remained the fastest and most reliable path to service recovery.

2026-08-24 18:55 CET - Continuous follow-up on the Microsoft support case was carried out during the evening to maintain progress, monitor the status of the subscription reactivation request, and ensure that any additional information required by Microsoft could be provided without delay.

2026-08-25 07:34 CET - Microsoft requested additional supporting documentation as part of its internal validation process. The requested documentation was provided promptly to support continued processing of the subscription reactivation request.

2026-08-25 08:51 CET - Microsoft confirmed that the case was being handled as high priority and advised an estimated processing time of 8 to 24 hours. This estimate was later refined during the morning as Microsoft progressed the request through its internal validation and reactivation process.

2026-08-25 11:45 CET - Microsoft confirmed that the account documentation had been registered and that the request had moved to its internal reactivation team, with an updated estimate of 8 to 12 hours. This reflected the evolving internal estimates provided by Microsoft during the morning.

2026-08-25 17:47 CET - Microsoft reactivated the affected subscriptions.

2026-08-25 17:47-18:22 CET - We re-enabled the affected endpoints, purged CDN caches, and validated all service components.

2026-08-25 18:22 CET - Page Designer and Directory were confirmed fully operational, with continued monitoring in place.

2026-08-25 20:45 CET - Continued monitoring, including validation against additional sampled customer environments, confirmed that the affected services were fully operational.

3. Root Cause

The Microsoft Azure subscriptions supporting Page Designer and Directory were disabled following an administrative account transition issue originating from Omnia's acquisition of LiveTiles. During the integration, some inherited administrative account records were not fully reconciled across the company transition and the corresponding Microsoft account setup. The resulting subscription status change made dependent service components unavailable.

This was not a failure in the Page Designer or Directory application code and did not affect customer data. Once the issue was identified, Omnia completed the available corrective actions promptly. Full restoration then depended on Microsoft's manual validation and subscription reactivation, which accounted for most of the recovery time.

4. Resolution

After identifying the affected subscription status on Monday, 24 August 2026, we completed all required administrative account actions and opened a high-priority support case with Microsoft at 14:19 CET. When Microsoft requested supporting documentation at 07:34 CET on Tuesday, 25 August 2026, it was submitted promptly.

The majority of the recovery time resulted from Microsoft's manual validation and subscription reactivation process. These steps could only be completed by Microsoft, and the subscriptions remained disabled until Microsoft restored them at 17:47 CET on Tuesday, 25 August 2026. We then

re-enabled the affected endpoints, purged CDN caches, and validated all components. Full service was confirmed at 18:22 CET on Tuesday, 25 August 2026, after which enhanced monitoring continued.

5. Preventative Measures

The following verification activities have been completed:

Inherited account verification: We have reviewed the relevant administrative account arrangements inherited through the LiveTiles acquisition and verified that appropriate internal handling and monitoring are in place.

Partner collaboration: We are working with Microsoft and our Cloud Solution Provider (CSP) to strengthen our partnership, improve operational coordination, and further develop contact and escalation paths for administrative account and subscription issues.

Service recovery: We are reviewing our disaster-recovery and contingency procedures to determine how critical services can be restored or maintained if a comparable provider-side subscription interruption occurs.

In addition, we are continuing the analysis and continuous improvement work related to disaster recovery, covering both technical recovery capabilities and supporting operational processes. This work is intended to further strengthen resilience, reduce dependency-related recovery risks, and ensure continued business continuity in the event of comparable disruptions.