
Business Center Service Disruption

Incident Date/Time

Start: 22 April 2026 12:00 GMT

End: 22 April 2026 21:45 GMT

Description of Issue

Cybersource investigated an issue that affected the Business Center login process.

Impact

Business Center users may have experienced intermittent issues with not receiving the One-Time Password (OTP) emails required, as part of two-factor authentication, to complete the portal login.

Root Cause

An internal configuration issue prevented OTP emails from being recognized by external email providers which caused the messages to not be delivered to users.

Mitigating and Preventative Actions

To mitigate the impact, configuration was reconfigured to restore normal processing

To help prevent future recurrence, Cybersource plans to:

- Review and enhance monitoring and alerts for email delivery failures where needed.
- Review internal controls for key system configurations to help ensure continued alignment with email delivery requirements

This was tracked and investigated under incident INC25174444.

This document is intended to convey the details of a CyberSource service incident at a business level and should not be interpreted as a "forensic" analysis. Details included are accurate as of the time of publishing and may change without notice.

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