

Unified Checkout – Failed Token Creation

Incident Date/Time

Start: 21 May 2026 10:30 GMT

End: 21 May 2026 18:14 GMT

Description of Issue

On 21 May 2026 at 10:30 GMT, Cybersource identified an issue in the post-authorization flow that blocked token creation requests after a recent software release. As a result, authorizations succeeded without generating token IDs, impacting merchants using Unified Checkout. No direct authorization transaction failures were reported.

Impact

Unified Checkout was failing to return reusable tokens. Authorizations still succeed, but merchants that relied on token storage for future transactions were impacted.

Root Cause

The incident originated from an internal system issue resulting from a recent code deployment to the Cybersource platform. A configuration error associated with a software update to the Unified Checkout service led to the inability to generate new payment tokens following transaction authorization. The configuration issue was not discovered during pre-production testing.

Mitigating and Preventative Actions

To mitigate, Cybersource support teams initiated a rollback on the software update responsible for token creation failure which restored normal service.

To help prevent future recurrence, Cybersource plans to:

- Enhance pre-release testing and validation especially for tokenization and post-authorization processes
- Implement additional safeguards for changes affecting critical services such as token generation
- Upgrade monitoring and alerting for token creation and related services

This was tracked and investigated under incident INC25679539 and EPS-38148.

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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