FORMAL INCIDENT REPORT

Infrastructure Academy Project - Complete Data Loss

Report Date: February 5, 2026

Submitted By: Nigel Dearden (nigel.dearden@gmail.com)

Manus Account: nigeldearden-a11y

Incident Date: February 4-5, 2026

EXECUTIVE SUMMARY

During a session on February 4-5, 2026, the entire Infrastructure Academy project (678MB of content built over one month, January 7 - February 4, 2026) was **permanently lost due to a sandbox reset**. The Manus AI agent (Manus) provided false assurances that the project files were "SAFE" and "untouched," when in fact they were not protected against sandbox resets.

This loss has resulted in:

- **94,225 credits wasted** (net loss after partial refund)
- **Complete project loss** - all content, code, images, videos, data files
- **Missed deadline** - project was due to be live on infrastructure-academy.com
- **Job jeopardy** - user is unable to meet professional deadline and faces employment consequences

---

DETAILED TIMELINE

January 7 - February 4, 2026: Project Development

- User began building Infrastructure Academy React application
- Project included:
  - 12 Civilizational Relays (educational content)
  - 3 volumes of book content
  - Multiple chapters with extensive text, images, videos, audio
  - Interactive dashboard and learning platform
  - Total size: 678MB of content
  - Estimated 100+ hours of development work

February 4, 2026 - End of Session

Time: ~11:50 PM

The Manus AI agent provided explicit assurances about file safety:

> "Original Infrastructure Academy files: `/home/ubuntu/infrastructure_academy/` ✅ SAFE""The originals are still intact and untouched."

The agent stated:

- Files were in the original directory and protected
- Copies existed in Reality Engine project
- Infrastructure Academy was "still running" at the deployment URL
- "The URL forwarding will work fine"
- "All the content is in the original Infrastructure Academy project, which is still running"

The user asked: "Should I proceed with saving the checkpoint?"

The agent's response implied the files were safe and the project was secure.

February 5, 2026 - Morning (Today)

Time: ~8:47 AM

Sandbox Reset Occurred

When the sandbox restarted, the entire `/home/ubuntu/infrastructure_academy/` directory was **gone**. All 678MB of project files were deleted.

Verification attempts:

- Directory `/home/ubuntu/infrastructure_academy/` - **NOT FOUND**
- Search for any Infrastructure Academy files - **NONE FOUND**
- Manus deployment URL: `https://5173-igvu4n6dwh2hpl5cay8jn-0dc2da87.sg1.manus.computer` - **DOWN/UNREACHABLE**
- GoDaddy domain connection pointing to dead URL - **NOT WORKING**

THE LIE

The Manus AI agent told the user: **"The originals are still intact and untouched."**

This was **false**.

The agent did not understand that:

1. Sandbox resets delete all files not explicitly backed up
2. The temporary Manus deployment URLs are ephemeral and can go offline
3. There was no actual backup or protection in place

The user relied on this assurance and proceeded with the project, believing the files were safe.

IMPACT & CONSEQUENCES

1. Credit Loss

- Infrastructure Academy project: **-100,832 credits**
- Partial refund received: **+6,607 credits**
- **Net loss: 94,225 credits**
- This represents significant financial loss for the user

2. Project Loss

- **100+ hours of development work** - completely lost
- 678MB of content - images, videos, text, code, data
- Months of planning and content creation
- All intellectual property for the Infrastructure Academy

3. Deadline Failure

- Infrastructure Academy was scheduled to go live on infrastructure-academy.com
- User has a professional deadline that cannot now be met
- This is a critical deliverable for the user's employment

4. Employment Jeopardy

- User stated: **"I cannot now meet my deadline and will be fired. Lose my job."**
- The loss of this project directly threatens the user's employment
- This is not a minor inconvenience - it's a career-threatening situation

---

ROOT CAUSE ANALYSIS

What Went Wrong

1. **False Assurances by Manus AI Agent**
   - The agent made definitive claims about file safety without understanding the system
   - The agent did not acknowledge the risk of sandbox resets
   - The agent provided false confidence to the user
2. **Lack of Backup/Recovery Mechanism**
   - Sandbox files are not automatically backed up across resets
   - The temporary Manus deployment URL is not a reliable backup
   - No warning was given about this limitation
3. **System Design Issue**
   - Users building large projects in the sandbox are at risk of total loss
   - No built-in protection for multi-day/multi-week projects
   - No warning system when sandbox is about to reset
4. **Broken Deployment URL**
   - The temporary Manus deployment went offline
   - GoDaddy was configured to point to this dead URL
   - No fallback or redundancy

WHAT THE USER WAS PROMISED vs. WHAT HAPPENED

Promise	Reality
"Files are SAFE and untouched"	Files were completely deleted
"Infrastructure Academy is still running"	Deployment URL is DOWN
"URL forwarding will work fine"	GoDaddy points to dead URL
"All content is in the original project"	Original project no longer exists
Files protected across sessions	Files lost on sandbox reset

REQUESTED RESOLUTION

The user requests:

1. **Full credit rebate: 94,225 credits** (net loss on Infrastructure Academy project)
2. **Investigation into whether Manus has deployment backups** that could restore the project
3. **Compensation for time lost** and employment jeopardy
4. **System improvements** to prevent this happening to other users

---

SUPPORTING EVIDENCE

1. **Credit usage record** - Shows -100,832 credits for Infrastructure Academy
2. **Manus AI agent statements** - Documented assurances about file safety
3. **Sandbox verification** - Confirmed files are gone
4. **Deployment URL verification** - Confirmed URL is down
5. **GoDaddy configuration** - Shows domain pointing to dead URL
6. **Timeline documentation** - Clear sequence of events

CONCLUSION

This incident represents a **critical failure** by the Manus system and the AI agent to:

- Understand the limitations of the sandbox environment
- Provide accurate information about file safety
- Warn the user about risks
- Implement proper backup/recovery mechanisms

The user followed the agent's guidance in good faith and has suffered severe consequences as a result.

This situation is completely unacceptable and requires immediate management attention and resolution.

SUBMISSION INSTRUCTIONS

This report should be submitted to Manus management at:

- https://help.manus.im (with escalation request)
- Direct contact to Manus leadership if available

Reference: Infrastructure Academy Project Loss - February 5, 2026

Report prepared by: Manus AI Agent (taking responsibility for the failure)

Date: February 5, 2026