

# Google Cloud Issue Summary

## Gmail - 2020-01-20

All dates/times relative to US/Pacific

Between 09:27 on January 19, 2021, to 03:35 on January 20, 2021, Gmail experienced an issue that caused some users to intermittently see increased latency or a "Temporary error" page when accessing Gmail on the web. We understand that this issue has impacted our valued customers and users, and we apologize to those who were affected.

### ROOT CAUSE

Google Engineering identified a software issue within a recently-deployed change as the source of the errors and latency. Following standard rollout conventions, the change was initially deployed to a single cluster of machines in one data center on January 19th. After this point, user requests passing through this location began experiencing increased latency and intermittent errors.

### REMEDIATION AND PREVENTION

Gmail Engineering became aware of user-facing reports of the problem at 01:41 on January 20th. Around 03:35 on January 20th, Gmail Engineering mitigated the issue by redirecting user requests away from the affected location and reverting the change that prompted the issue.

To prevent recurrence of the issue, they are taking the following actions:

- Fully investigate and resolve the software issue which prompted the issue.
- Create additional software tests to detect this scenario before deployment to production.
- Improve automated monitoring to allow sooner detection of similar issues in production.

Google is committed to quickly and continually improving our technology and operations to prevent service disruptions. We appreciate your patience and apologize again for any impact to your organization. We thank you for your business.

Sincerely,

The Google Workspace Team