

Google apologizes for Gmail outage

September 24 2009



A computer screen featuring Google's home page. Google apologized Thursday for a Gmail outage which left some users of the free Web-based email service cut off for the second time in a month.

Google apologized Thursday for a Gmail outage which left some users of the free Web-based email service cut off for the second time in a month.

The Internet giant announced at 10:29 am (1429 GMT) that an unspecified problem was preventing a "small subset of users" from accessing their [Gmail](#) accounts.

About an hour later, the Internet giant said service had been restored for some users and at 12:58 pm (1658 GMT) it said the problem had been resolved.

"We apologize for the inconvenience and thank you for your patience and continued support," [Google](#) said in a message on its App Status Dashboard, a site which monitors the performance of its online services.

The disruption came just over three weeks after an outage which left millions of users without Gmail for more than an hour and a half.

Google blamed server maintenance for the September 1 Gmail outage and apologized for the disruption, which it called a "Big Deal."

Google also suffered technical problems in May, leaving millions of people unable to use popular services such as its main search page, as well as Gmail and Google News.

Google also experienced a breakdown of Gmail, which has tens of millions of users, in February which lasted a few hours.

The failures, while rare, are seen by some industry analysts as a setback to the Mountain View, California-based Google's efforts to promote Gmail and other Web-based services to businesses.

(c) 2009 AFP

Citation: Google apologizes for Gmail outage (2009, September 24) retrieved 20 March 2024 from <https://phys.org/news/2009-09-google-gmail-outage.html>

<p>This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.</p>
--