



WED APR 22ND

## Tracking down data inconsistencies 11 years ago

A number of users are experiencing problems due to an underlying data inconsistency in our service. This problem manifests itself in a couple ways:

- the broken profile image issue noted earlier
- problems with phone settings
- user name changes not being reflected consistently
- inconsistencies when approving follower requests (for protected users)
- misdelivery of direct messages

While these problems are significant, the good news is that data has not been lost. And we are working right now to put everything right.

**Update** (5:55a): The underlying bug has been identified and corrected. We are running clean-up routines to put everything back in its right place. We'll provide an update on how much longer that will take as we learn more.

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