



25

Mar  
2013

## Google Drive: 3 outages in a week

Posted by **iwgcr**

Like 2

Google Drive, the cloud storage and applications suite used by millions at home and at work, has suffered three service interruptions this week, making it impossible at times for affected users to access their files and applications.

**On March 18, 2013, from 3:17 PM to 5:35 PM UTC+1**, some users requests to Google Drive experienced "Server Error 503" messages when trying to access Google Drive. Applications using the Google Drive and Docs APIs also returned errors. The root cause of this service disruption was an issue in the network control software.



A portion of Google's network capacity went offline due to a novel bug in its control software. User traffic was redirected to other network connections and servers. This load has increased the latency and triggered a second bug in the software that manages user connections and sessions with Google Drive. This resulted in errors and timeouts for some users who were attempting to access Google Drive through the affected servers.

**On March 19, 2013, for 6:03 PM to 7:29 PM UTC+1**, some users experienced "Server Error 503" messages, long load times, or timeouts when trying to access Google Drive. Applications using the Google Drive and Docs APIs also returned errors. The root cause of this service disruption was an issue in the software that manages user connections and sessions with Google Drive like the day before.

**On March 21, 2013, from 2:31 PM to March 22, 2013 1:41 AM UTC+1**, Google Drive suffer another issues for all users. Some users were able to access Drive, but were experienced slow behavior or sporadic errors. Google did not yet explained the root cause of this issues.

(Press [source](#), [Google report for March 18](#), [Google report for March 19](#), [Google report for March 21](#))

Date	Service	Duration	Critical Data Lost
2013-03-18	Google Apps	2,5 hours	no
2013-03-19	Google Apps	1,5 hours	no
2013-03-21	Google Apps	11 hours	no

Tags: [downtime](#) , [Frustrated users](#) , [Google Apps](#) , [Outage](#) , [Software bug](#)

### LEAVE A REPLY

Name: \*

Email: \*

Website:

### BROWSE

Monthly Archives

OR

Search

### FOLLOW

Follow [@iwgcr](#)

### BLOGROLL

[Availability Ranking of World Cloud Computing - June 2013 Update](#)  
[Availability Ranking of World Cloud Computing - March 2014](#)  
[IWGCR Intelligence](#)

### CATEGORIES

[Disasters](#)  
[Downtime](#)  
[Corporations](#)  
[News](#)  
[About IWGCR](#)

### DATA CENTER OUTAGES FROM GDCN

RSS Error: A feed could not be found at [http://www.greendatacenternews.org/api/v1/articles.in\\_category=30](http://www.greendatacenternews.org/api/v1/articles.in_category=30). A feed with an invalid mime type may fall victim to this error, or SimplePie was unable to auto-discover it.. Use `force_feed()` if you are certain this URL is a real feed.

### RECENT POSTS

[Amazon: Network connectivity](#)  
[Mailchimp's 15 hour outage](#)  
[WhatsApp suffers an outage due to server issues](#)  
[Facebook experienced an intermittent outage for users](#)  
[Amazon.com site crashes](#)

### RECENT COMMENTS

[dubai motels \\* where to get the best offers on Zoho cloud apps service disrupted](#)  
[Tx Seo company on The Franco-American Cedexis joined IWGCR](#)  
[Certificate Expiry Leads to Total Outage For Microsoft Azure Secured Storage on](#)

Message:

Submit Comment

[Azure SQL Reporting Services outage: 5 days and counting](#)  
[Understanding the December 2012 Microsoft Azure Outage | Cloud Computing Today on Windows Azure: Storage at South Central US goes down for 77 hours](#)  
[iwgcr on Amazon ESB degradation shutdown many web sites](#)

#### ARCHIVES

[March 2014](#)  
[February 2014](#)  
[January 2014](#)  
[December 2013](#)  
[November 2013](#)  
[October 2013](#)  
[September 2013](#)  
[August 2013](#)  
[July 2013](#)  
[June 2013](#)  
[May 2013](#)  
[April 2013](#)  
[March 2013](#)  
[February 2013](#)  
[January 2013](#)  
[December 2012](#)  
[November 2012](#)  
[October 2012](#)  
[September 2012](#)  
[August 2012](#)  
[July 2012](#)  
[June 2012](#)  
[April 2012](#)  
[March 2012](#)  
[February 2012](#)  
[January 2012](#)  
[December 2011](#)  
[October 2011](#)