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Update on Gmail

February 24, 2009

The Gmail outage that affected many consumers and Google Apps users worldwide is now over. Users should find that they're able to access their email now without any further problems.

Before you can access your Gmail, you may be asked to fill in what's called a 'CAPTCHA' which asks you to type in a word or some letters before you can proceed. This is perfectly normal when you repeatedly request access to your email account, so please do go through the extra step – it's just to verify you are who you say you are.

The outage itself lasted approximately two and a half hours from 9.30am GMT. We know that for many of you this disrupted your working day. We're really sorry about this, and we did do everything to restore access as soon as we could. Our priority was to get you back up and running. Our engineers are still investigating the root cause of the problem.

Obviously we're never happy when outages occur, but we would like to stress that this is an unusual occurrence. We know how important Gmail is to you, and how much people rely on the service.

Thanks again for bearing with us.

Posted by Acacio Cruz, Gmail Site Reliability Manager



