

Gmail/Google Docs/Google Presentations - degraded service - UPDATE

Last Updated: September 23, 2013 - 9:01am



System: Google Apps - Mail

Status: Degraded Service

Issue start: Sep 23 2013 - 09:57

Estimated resolution time: Sep 23 2013 - 10:57

Who is affected: UPDATE: Gmail service has already been restored for some users, and we expect a resolution for all users within the next 3 hours. Please note this time frame is an estimate and may change.

Affected in what way: UPDATE: Gmail message delivery delays and attachment download issues have been corrected for most affected users. We expect a small and declining number of messages to still be affected for the next 3 hours as the remaining delivery backlog is cleared. We are working on several options to accelerate the process and will provide more information when we have an updated time estimate.

Workaround: No ETA at this time.

What happened: UPDATE: Gmail message delivery delays and attachment download issues have been corrected for most affected users. We expect a small and declining number of messages to still be affected for the next 3 hours as the remaining delivery backlog is cleared. We are working on several options to accelerate the process and will provide more information when we have an updated time estimate. **Google is reporting degraded service including connection and performance issues accessing Gmail, Google Docs, and Google Presentations. These services may not be accessible until resolved.

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