

# Google Cloud Issue Summary

**Google Meet - 2021-01-08**

All dates/times relative to US/Pacific

From 2021-01-07 at 12:17 to 2021-01-08 at 8:58, about 250k Google Meet users were sporadically unable to access the Google Meet landing page for 20.7 hours. During this time, affected users were still able to join meetings using direct meeting links or through Calendar. The Meet engineering team was alerted of the issue on 2021-01-08 at 04:49, and reached full resolution within about four hours. We understand that this issue has impacted our valued customers and users, and we apologize to those who were affected.

## ROOT CAUSE

Starting on 2021-01-07 at 12:00, a code change to move Workspace users to a new Google Meet landing page gradually began to rollout. The rollout began on 2021-01-07 at 12:00, and then ramped up on 2021-01-07 at 16:00. To support both the old and new landing pages simultaneously, redirect logic was implemented on both pages to point back to each other. Inadvertently the logic of the new landing page redirect caused some users to be redirected back to the old landing page, therefore creating a redirect loop. The end user effect was users were sporadically unable to access the Google Meet landing page, and received an error message when attempting to access <https://meet.google.com/> stating, "502. That's an error". Affected users were still able to join meetings using direct meeting links or through Calendar.

## REMEDIATION AND PREVENTION

The Meet engineering team was alerted of the issue on 2021-01-08 at 04:49, and began to roll back the code change at 05:03 with full resolution at 8:58.

In an effort to prevent this issue from recurring, Meet engineering is taking the following actions:

- Improve frontend server monitoring and alerts to more quickly alert engineers when there are irregularities
- Improve internal documentation for quicker troubleshooting
- Clean up legacy code that contributed to faulty redirect logic
- Update internal communication of new code launches to improve awareness and lead to quicker resolutions

Google is committed to quickly and continually improving our technology and operations to prevent service disruptions. We appreciate your patience and apologize again for any impact to your organization. We thank you for your business.

Sincerely,

The Google Workspace Team