

Summary

On the 22nd March 2021, users experienced an increased number of crashes occurring on some Android devices. We'd like to give more clarity around what happened, the current status of the issue and upcoming improvements we plan to take for the future.

Incident Summary

A bug within Chrome & WebView's experiment & configuration technology caused instability for Android applications which incorporated [WebView](#) to surface web content. This bug caused those applications to crash on the affected devices.

The fix required distribution of updated binaries for Chrome and WebView; these new releases were made available for distribution via Google Play for automated and manual updates.

Google provided guidance to users who may have been impacted and issued a detailed [post](#) to the Android Help Center's community forum.

Upcoming Improvements

We will improve our change management and rollout policies to the WebView system component and its dependencies. We plan to:

- Audit WebView and its related dependencies for production readiness.
- Implement a WebView 'Safe Mode' which will handle this class of configuration error and revert back to a known-good state.
- Improve our experiment testability and roll-out process.
- Accelerate the update mechanisms for Chrome and WebView via the Play store.
- Better communicate throughout incidents with our users, and provide commentary with our partners on impact and resolution status.

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