

Beat: Miscellaneous

Yahoo CEO 'very sorry' over week-long email outage

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USPA News - Yahoo CEO Marissa Mayer took to the internet late Friday to apologize to nearly three million users of its webmail after they were affected by a major hardware outage, representing yet another stumble for Mayer's efforts to revive the faded internet giant. In a company blog post, Mayer expressed her frustration over the outage that took out storage systems in a data center on Monday and prevented nearly one percent of Yahoo's 280 million users from accessing their Yahoo Mail accounts for days.

In some cases, users were also unable to receive messages. "While our overall uptime is well above 99.9 percent, even accounting for this incident, we really let you down this week," Mayer wrote in the post. "This has been a very frustrating week for our users and we are very sorry." The glitch, which she described as rare and "more complex" than initially believed, took a large part of the week to fix as engineers worked around the clock, restoring access and messages to inboxes. As of Friday afternoon, Mayer said access had been nearly fully restored and a backlog of messages delivered. "This process differs for each user and as restoration continues, we're committing to communicating directly with you on progress on an individual basis," Mayer explained. Furious users of the email service took to social networking sites such as Twitter to vent as the outage continued during the week. One user wrote: "My Yahoo Mail, down 4 days. 4! Yes, I have other email accounts, but they aren't linked to my bill pay and Xmas mail tracking! Quitting ASAP!!!"

Article online:

<https://www.uspa24.com/bericht-1646/yahoo-ceo-und39very-sorryund39-over-week-long-email-outage.html>

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