

ChatGPT encountered a widespread system outage

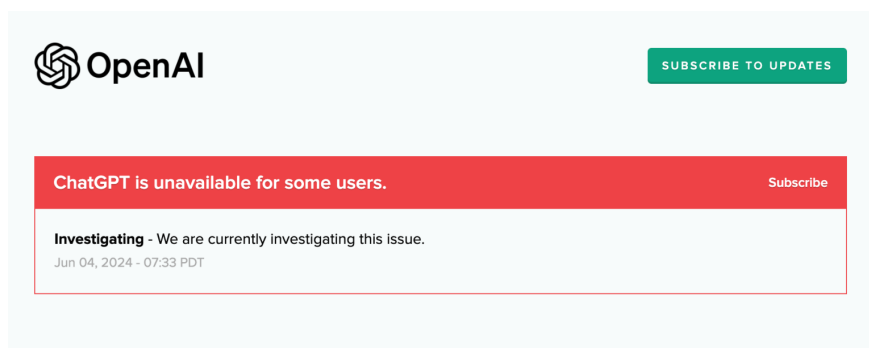
According to OpenAI's system status page, ChatGPT is currently down for a small group of users, many of whom are unable to use the Android mobile app or other services.

[Update 10:47] OpenAI said:

We experienced a major outage affecting users on all ChatGPT plans. The scope of influence includes all services related to ChatGPT, but does not include platform.openai.com or the API. This issue started on June 4 at 2:15 pm (GMT) and was resolved on June 4 at 5:01 pm (GMT).

All ChatGPT-based apps and services should now work as expected.

[Update 08:48] : OpenAI encountered another outage that is affecting many users, although the system was soon restored. This extended downtime is being investigated as of 07:33 PDT, but no resolution has yet been found. OpenAI is 'currently investigating this issue'.



[Update 05:17] : According to OpenAI systems, ChatGPT is no longer down and all services are up as of 04:45 a.m. PDT, noting that 'this issue has been resolved. handle'. No further details were shared about the possible cause of the outage or the issues many people are experiencing. However, users can now access ChatGPT on all their platforms without issue.

Jun 4, 2024

ChatGPT is unavailable for some users.

Resolved - This incident has been resolved.

Jun 4, 04:45 PDT

Monitoring - A fix has been implemented and we are monitoring the results.

Jun 4, 04:19 PDT

Update - We are continuing to work on a fix for this issue.

Jun 4, 02:00 PDT

Identified - Identified the issue and mitigating.

Jun 4, 01:32 PDT

Investigating - We are currently investigating this issue.

Jun 4, 00:21 PDT

[Update 02:00] : Status has been updated again to confirm 'Major outage' for ChatGPT service. 'We are continuing to fix this issue' is the only update shared at this time.

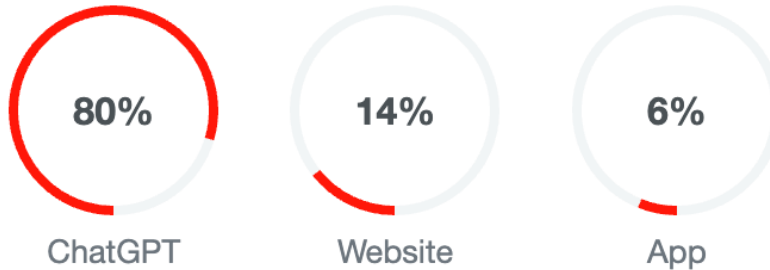
The screenshot shows the OpenAI status page. At the top left is the OpenAI logo, and at the top right is a green button labeled 'SUBSCRIBE TO UPDATES'. A prominent red banner at the top of the content area reads 'ChatGPT is unavailable for some users.' with a 'Subscribe' link on the right. Below the banner, there are three update entries: 'Update - We are continuing to work on a fix for this issue.' (Jun 04, 2024 - 02:00 PDT), 'Identified - Identified the issue and mitigating.' (Jun 04, 2024 - 01:32 PDT), and 'Investigating - We are currently investigating this issue.' (Jun 04, 2024 - 00:21 PDT).

[Update 01:31] : OpenAI has identified issues affecting the service and according to the live platform status page, they are being 'mitigated'. Hopefully this will restore access in the coming hours.

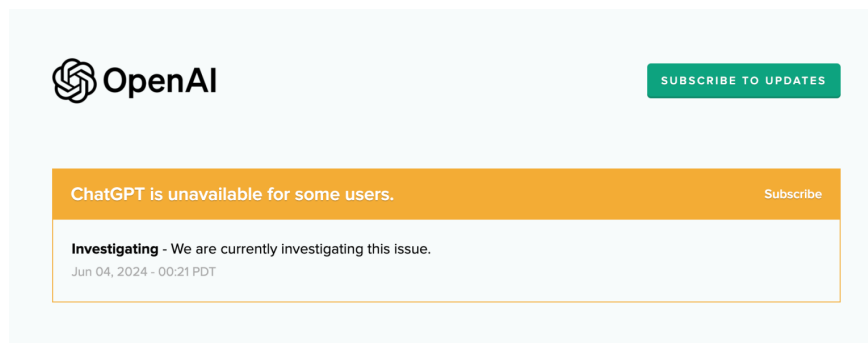
This screenshot is similar to the previous one but shows a different state of the status page. The banner is now orange and reads 'ChatGPT is unavailable for some users.' with a 'Subscribe' link. The update list is shorter, showing only 'Identified - Identified the issue and mitigating.' (Jun 04, 2024 - 01:32 PDT) and 'Investigating - We are currently investigating this issue.' (Jun 04, 2024 - 00:21 PDT). The 'Update' entry is no longer visible.

The outage began early Tuesday, 00:21 PDT, with multiple complaints on X (formerly Twitter) claiming that the chatbot could not be launched from Chrome. However, this issue appears to be most worrisome on mobile devices. The ChatGPT app on Android crashes at the login screen, suggesting this outage is not limited to just one platform. According to DownDetector, the most reported issues were with ChatGPT and not with the website or app:

Most reported problems



If connected, 'Internal Server Error' will be displayed when attempting to perform searches and ask questions. Paid subscribers are also experiencing problems with connectivity. It's worth noting that ChatGPT is down for all users. In some cases, users can still use the service as usual. In a quick test, it was still possible to sign in with Google. But after logging in, the few queries generated are slow and have some artifacts.



For example, when requesting 'a summary of recent England matches', the system initially took over 2 minutes to respond and the results were extremely out of date, whereas this information was retrieved accurately on other AI-based platforms.

OpenAI's status page currently states that '*ChatGPT is unavailable for some users*' and that they are '*currently investigating this issue*'. At this stage, there are no further details on how long the ChatGPT service may be down.

The most recent major outage was on May 23, when the service crashed for more than eight hours. Even so, OpenAI has a 99.67% uptime rate over the previous 90 days.

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