

Reference Material Regarding the Albums of LINE App

LY Corporation has previously made announcements on our corporate website* regarding an error resulting in the incorrect display of thumbnail images in the albums of the LINE app (hereinafter the "Error") which occurred on November 28, 2024 (JST). We have hereby summarized the outline of the incident and newly added our recurrence prevention and containment measures.

*Past announcements on this Error: <https://www.lycorp.co.jp/en/privacy-security/announcement/016673/>

Outline of the incident

On November 28, 2024 (JST), an Error occurred for some users wherein thumbnails of images saved to other users' albums were erroneously displayed in the thumbnail images of their own albums.

The Error occurred in some cases for users who accessed their albums in between 5:50 pm to 11:15 pm on November 28, 2024 (JST).

At 11:15 pm on the same date (JST), the system was fixed to prevent further occurrence of the Error. However, erroneous thumbnail images continued to be displayed for users already affected by the Error before the system was fixed. Further system fix was rolled out to resolve these erroneous displays from 6:00 am November 29 (JST) and completed in the morning of November 30, 2024 (JST).

Information displayed in the Error:

Thumbnails for images saved in the albums on the LINE app

Cause of the Error

The Error resulted from a deficiency in the program related to the system used to create thumbnail images for the albums of the LINE app during an update for that system.

In the albums of the LINE app, images that have been stored for more than 35 days are converted to compressed files for long-term storage. During the process of converting these compressed images into thumbnails in high volume, the image data became mixed up, causing thumbnails including images from other users to be mistakenly displayed.

The feature which generates the thumbnail images that caused this Error is used only for the albums.

This means that this Error only affected album thumbnail images and did not affect the original images within those albums nor the viewing of images for any other services.

Scope of impact

- Users whose album thumbnails were displayed or potentially displayed in other users' album thumbnails:
Estimated to be approximately 70,000 users in Japan (approximately 135,000 users globally)*
- Users who had album thumbnails from other users displayed or potentially displayed in their own album thumbnails:
Estimated to be approximately 55,000 users in Japan (approximately 114,000 users globally)*

*Since no logs remain that could allow for the accurate identification of which images and users this Error affected, it is not possible for us to identify which users were affected or to precisely calculate the number of affected users. As a result, we calculated this estimate by multiplying the estimated error rate of this Error (which was separately calculated) by the number of users who accessed albums during the period of the Error's occurrence on the system (November 28, 5:50 pm to 11:15 pm JST) and were affected by this Error.

Conditions under which the Error occurred

Thumbnails were incorrectly displayed in less than 0.3% of cases for images that met the two conditions listed below:

- At the time the Error occurred on November 28, 35 days or more had passed since the creation of the albums or the addition of images.
- The albums were accessed* during the time when the Error occurred in the system (November 28, 5:50 pm to 11:15 pm JST).

*Does not include the display of thumbnails when creating albums posted to chats or adding images to them.

Recurrence prevention and containment measures

As a result of a detailed analysis of this Error, we believe that the root cause of the Error was the developers' lack of understanding regarding the program used for image processing, and that this led to

inadequate testing before transitioning to the production environment and insufficient error detection for inconsistencies in the generated images.

Thus, to prevent recurrence, we have reinforced testing prior to the transition to a production environment and inspected the source codes within the image processing system.

In addition, as containment measures in case a similar incident occurs in the future, we will also promote the establishment of an environment for early error detection, and the development of an operational framework to minimize the impact of defects.

Furthermore, in addition to the abovementioned recurrence prevention and containment measures towards the Error, we will conduct supplementary measures for other service and features, such as a review of a company-wide test rule.

For inquiries regarding this matter

Please direct any inquiries about this matter to the contact point below.

<https://contact-cc.line.me/category2Id/14119>

Note: If the inquiry form does not load properly, kindly paste the link above to view the form on your browser.

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