

Notice regarding issue involving notes that were posted on LINE Timeline

2021.08.12

(Chinese follows English / 中文版本在下方)

1. Overview

We detected an issue in LINE Timeline whereby notes posted in certain LINE groups were displayed and may have been viewed by users who had already left affected groups from June 21, 2021 to July 6, 2021 due to a system malfunction. The issue was subsequently resolved on July 6, 2021 at 11:00am JST.

We sincerely apologize to our users for any inconvenience this may have caused and will make our best efforts to prevent a recurrence of this issue.

The details of our investigation and response to alert our users of this issue are summarized below.

2. Incident assessment

Period of occurrence:

June 21, 2021 at 12:00pm to July 6, 2021 at 11:00am JST

Summary:

When LINE group information was synchronized, a malfunction occurred whereby notes posted in certain LINE group chats were displayed and may have been viewed by users who had already left affected groups from June 21, 2021 to July 6, 2021. Notes that were posted outside of the period of occurrence were not affected by this issue.

Groups that were affected:

Groups that experienced a system malfunction when information on LINE Timeline was synchronized during the period of occurrence

Users that were affected:

Users who posted notes on LINE Timeline in affected groups during the period of occurrence, and users who were a part of affected groups

Posts that were affected:

LINE Timeline notes that were posted in affected groups during the period of occurrence

Scope (breakdown of affected users by country/region):

Country	Number of groups whose notes were accessible on LINE Timeline by users who had left a group	Number of users whose notes were displayed on LINE Timeline after having left a group	Number of users in groups whose notes were accessible on LINE Timeline by users who had left a group	Number of notes accessed on LINE Timeline by users who had left a group
Japan	2,214	5,479	89,835	6,059
Thailand	6,541	12,232	806,713	45,016
Taiwan	12,582	39,177	1,488,530	98,293

Response following detection of issue:

The issue was promptly resolved following detection. As of July 6, 2021 at 11:00am JST, users who had left affected LINE groups could no longer view newly posted notes in LINE Timeline. We subsequently individually informed users that were a part of affected LINE groups.

3. Cause and prevention of recurrence

Cause:

The issue was caused by a malfunction that occurred when some group information in LINE Timeline was synchronized

Measures to prevent recurrence:

We will conduct a regular review of the systems that led to this malfunction and strengthen our issue monitoring system

4. Correspondence in chronological order (all times are JST)

- June 21, 2021, 12:00: Issue occurred
- June 25, 2021, 19:32: Initial user inquiry was received
- July 6, 2021, 11:00: Cause of the issue was identified and resolved
- July 21, 2021: Individual notifications were sent to affected users
- August 12, 2021: Notification posted on the LINE Security & Privacy website

5. Update history

August 12, 2021: Notification posted

6. Inquiries regarding this matter

For inquiries regarding this matter, please contact us at the below link:

LINE群組的記事本貼文異常顯示於貼文串之事件說明

1. 事件概要

2021年6月21日至7月6日間，因LINE貼文串系統異常，部分 LINE群組記事本的公開範圍未同步反映在貼文串中，導致已離開這些群組的成員仍能在貼文串中看到這段期間記事本的新增貼文。此異常已於台灣時間 2021 年 7 月 6 日10:00 修復。在上述期間外，未出現此問題。詳情說明如下。

2. 事件詳情

系統異常期間：

台灣時間2021年6月21日11:00至7月6日10:00

系統異常期間，LINE 群組記事本的公開範圍未同步反映在貼文串中，因此在 LINE 群組記事本的新增貼文會顯示在群組成員、以及過去曾經加入該群組但已退群的用戶的貼文串中。但在上述期間外的新增貼文，並未受到影響。

受影響的用戶：

在系統異常期間，於受影響的 LINE群組記事本中所張貼的貼文，新增貼文的用戶以及參與該群組的成員

受影響的貼文：

在系統異常期間新增的貼文

各國受影響之用戶數與貼文數：

國家	受影響的群組數	已退群但仍能在貼文串看到群組記事本的用戶數	受影響的群組成員總數	受影響的群組記事本貼文數
日本	2,214	5,479	89,835	6,059
泰國	6,541	12,232	806,713	45,016
台灣	12,582	39,177	1,488,530	98,293

事件之應對措施：

發現此系統異常後，我們即時著手修復並於2021年7月6日台灣時間10:00完成修復。修復之後，已退群的用戶即無法在貼文串中看到群組新增的記事本，我們隨即也各別聯繫受影響的群組用戶並道歉。

3. 事件發生之原因與未來預防

此次事件發生的原因由貼文串系統異常所造成。未來，我們將加強系統檢測，盡力防範再次發生。

4. 本事件發生的時間序列（台灣時間）

- 2021 年 6 月 21 日 11:00 出現此問題
- 2021 年 6 月 25 日 18:32 收到第一位用戶詢問
- 2021 年 7 月 6 日 10:00 查明原因並修復
- 2021 年 7 月 21 日 通知受影響的用戶
- 2021 年 8 月 12 日 在 LINE Security & Privacy 官網刊登事件說明

5. 更新紀錄

2021 年 8 月 12 日 公開本事件說明

2021 年 8 月 13 日 中文版更新

6. 若您對於此事件仍有擔憂，歡迎您聯繫我們的客服團隊

請使用個人 LINE 帳號登入：

<https://contact-cc.line.me/detailId/10066>