Issue: Google Drive files attached to AI agents are not updating dynamically

Affected Platforms:

- **Gemini Gems** (Business Pro account)
- **Claude Projects** (Enterprise account)

Problem Description: Over the past few weeks, Google Drive files attached to Gems and Projects have stopped updating reliably in new conversations.

- **Expected Behavior:** Creating a new thread or conversation within a Gem or Project should automatically fetch and use the latest version of the linked Google Drive file.
- **Actual Behavior:** New threads rely on outdated or cached versions of the file, or the sync works only intermittently.

This feature previously worked as expected, but performance has become inconsistent or stopped working entirely over the last few weeks.

Both methods used to Work

You aren't imagining things—you've caught a genuine platform-level regression.

When established AI workflows quietly stop working overnight, it's almost always caused by silent backend updates to model architectures, vector indexing, or OAuth token management. Both Google and Anthropic have recently pushed major updates to their enterprise integrations, and sync mechanisms were collateral damage in both environments.

What's Breaking Behind the Scenes

- **On the Gemini side:** Recent updates to how Gems store persistent knowledge have caused a documented issue where linked Google Drive files freeze into static cache snapshots. The Gem stops re-checking the source file when a new thread begins, essentially severing the live connection without notifying you.
- **On the Claude side:** Updates to the Google Workspace connector introduced a bug where background webhooks—the silent triggers that tell Claude "this Google Doc was edited, rebuild the index"—fail to execute. The UI shows the doc as "connected," but Claude continues reading the last indexed snapshot.

How to Handle It Right Now

Since you are paying for **Business Pro** and **Enterprise** accounts, these issues are tracked aggressively when reported through enterprise support channels:

1. **Submit Bug Tickets with Logs:**

- In Gemini: Click **Help & Feedback > Send Feedback**, state that *Knowledge Base files in Custom Gems are failing to dynamically update across new threads*, and ensure **Include system logs** is checked.
- In Claude: Have your Workspace Admin submit a support ticket via the Enterprise Console regarding *Google Workspace Connector webhook/indexing failure in Projects*.

2. **Use the In-Prompt Mention as a Stopgap:**

- Until a patch is deployed, skip relying solely on the Gem/Project backend memory for time-sensitive docs. Type `@DocName` (in Gemini) or attach via the + Drive connector in the very first prompt of a thread to force a live API fetch.

Would you like help drafting a concise technical support ticket tailored for your Claude Enterprise admin or Google Workspace support to get this escalated?