Google Cloud Status Dashboard

This page provides status information on the services that are part of Google Cloud Platform. Check back here to view the current status of the services listed below. If you are experiencing an issue not listed here, please contact Support. Learn more about what's posted on the dashboard in this FAQ. For additional information on these services, please visit cloud.google.com.

Google Cloud SQL Incident #17012

Issue With Second Generation Cloud SQL Instance Creation

Incident began at **2016-10-31 13:11** and ended at **2016-10-31 15:15** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
Nov 03, 2016	21:43	SUMMARY: On Monday, 31 October 2016, 73% of requests to create new subscriptions for Google Cloud Pub/Sub failed for a duration of 124 minutes. Creation of new Cloud SQL Second Generation instances also failed during this incident. If your service or application was affected, we apologize. We have conducted a detailed review of the causes of this incident and are ensuring that we apply the appropriate fixes so that it will not recur. DETAILED DESCRIPTION OF IMPACT: On Monday, 31 October 2016 from 13:11 to 15:15 PDT, 73% of requests to create new subscriptions for Google Cloud Pub/Sub failed. 0.1% of pull requests experienced latencies of up to 4 minutes for end-to-end message delivery. Creation of all new Cloud SQL Second Generation instances also failed during this incident. Existing instances were not affected. ROOT CAUSE: At 13:08, a system in the Cloud Pub/Sub control plane experienced a connectivity issue to its persistent storage layer for a duration of 83 seconds. This caused a queue of storage requests to build up. When the storage layer re-connected, the queued requests were executed, which exceeded the available processing quota for the storage system. The system entered a feedback loop in which storage requests continued to queue up leading to further latency increases and more queued requests. The system was unable to exit from this state until additional capacity was added. Creation of a new Cloud SQL Second Generation instance requires a new Cloud Pub/Sub subscription. REMEDIATION AND PREVENTION: Our monitoring systems detected the outage and paged oncall engineers at 13:19. We determined root cause at 14:05 and acquired additional storage capacity for the Pub/Sub control plane at 14:42. The outage ended at 15:15 when this capacity became available. To prevent this issue from recurring, we have already increased the storage capacity for the Cloud Pub/Sub control plane. We will change the retry behavior of the control plane to prevent a feedback loop if storage quota is temporarily exceeded. We will also improve our monitoring to ensure we can determine root cause for this type of failure more quickly in future. We apologize for the inconvenience this issue caused our customers.
Oct 31, 2016	15:39	The issue with second generation Cloud SQL instance creation should be resolved for all affected projects as of 15:15 PDT. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrence.
Oct 31, 2016	15:01	We are continuing to investigate an issue with second generation Cloud SQL instance creation. We will provide another update at 16:00 PDT.
Oct 31, 2016	14:26	We are currently investigating an issue with second generation Cloud SQL instance creation. We will provide an update with more information at 15:00 PDT.

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