Al ML Metadata

DATE

Issue with multiple Google Cloud infrastructure components.

Issue with multiple Google Cloud infrastructure components.

TIME

Incident began at 2021-05-20 05:25 and ended at 2021-05-20 16:10 (all times are US/Pacific).

DESCRIPTION

Google Clo

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oud Service Health >	Incidents > I
ce Health	

	Service Health
	This page provides status information on the services that are part of Google Cloud. 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 https://cloud.google.com/.
-	Incident affecting Google Cloud Infrastructure Components, Google BigQuery, Data Catalog, Cloud Logging, Google Cloud SQL, Google Cloud Bigtable, Google Cloud Dataproc, Google Cloud Dataflow, Google Compute Engine, Google Cloud Composer, Google App Engine, Cloud Armor, Google Cloud Console, Artifact Registry, Google Cloud Storage, Google Kubernetes Engine, Identity and Access Management, Persistent Disk, Google Cloud Networking, AI Platform Training, AI Platform Prediction, Vertex AI AutoML Image, Vertex AI AutoML Tabular, Vertex AI AutoML Text, Vertex AI AutoML Video, Vertex AI Batch Prediction, Vertex AI Data Labeling, Vertex AI Explainable AI, Vertex AI Feature Store, Vertex AI Matching Engine, Vertex AI Workbench User Managed Notebooks, Vertex AI Vizier, Vertex AI Training, Vertex AI TensorBoard, Vertex AI Pipelines, Vertex AI Online Prediction, Vertex AI Model Monitoring, Vertex

tion on the services that are part of Google Cloud. Check back here to view the current status of the services listed below. If you are experiencing an issue not listed n more about what's posted on the dashboard in this FAQ. For additional information on these services, please visit https://cloud.google.com/. lloud Infrastructure Components, Google BigQuery, Data Catalog, Cloud Logging, Google Cloud SQL, Google Cloud Bigtable,

ogle Cloud Dataflow, Google Compute Engine, Google Cloud Composer, Google App Engine, Cloud Armor, Google Cloud Console, oud Storage, Google Kubernetes Engine, Identity and Access Management, Persistent Disk, Google Cloud Networking, Al Platform

INCIDENT REPORT Summary:

On Thursday, May 20, 2021 at 05:25 US/Pacific, Google Cloud products experienced elevated latency and/or errors due to an issue with Access Control Lists (ACLs) intermittently for a duration of 10 hours and 45 minutes. The affected ACLs in this instance were internal that are used to define permissions for Google's internal production resources. This prevented some internal service accounts from accessing various production jobs, which led to the downstream service impact. We apologize to our Cloud customers whose businesses were impacted during this disruption, and we are taking immediate action to improve the resiliency, performance, and availability of our services to avoid a recurrence. **Root Cause:** Google's datacenters rely on Access Control Lists (ACLs) stored in a highly available lock service to perform operations, including validating permissions, activating new APIs, or creating new cloud resources. The access distribution manager, which maintains ACLs across Google production, encompasses both the control plane systems that allow for users to edit groups and the jobs which write the intended current state into the data plane, which is stored in a lock service as a set of signed ACL files. The incident was triggered by a latent concurrency issue in a component of the production ACL system combined with a missing safety check, which led to truncation of ACLs across a subset of production. The safety mechanism for the legacy ACL components was inadvertently disabled by a change to update to the latest version in a subset of datacenters. The disabled safety checks in the legacy ACL component jobs allowed the invalid ACLs to be processed. The ACL component identified membership removals in the data snapshot and proceeded to remove ACL files from a backend locking service and passed the invalid ACLs to the backend stack, which correctly failed the safety checks. **Remediation and Prevention:** Google engineers were alerted to the issue by automated alerting on 20 May 2021 at 05:55 US/Pacific and immediately started an investigation. At 06:07, engineers identified an incomplete data snapshot being written, and a safety check mechanism was unexpectedly removing group memberships. At 06:21, engineers began mitigation efforts to terminate ACL component jobs globally to prevent further impact. To identify the root cause, engineers compared jobs serving affected datacenters and verified they were served by legacy ACL components, while those which were not affected were served using the latest version of safety check flags. The next phase of the mitigation strategy was to restore most critical group memberships that were removed. Simultaneously, the failing ACL component jobs were being configured to apply the correct safety checks and prepared to restart to restore healthy memberships. By 07:32, engineers worked to repair and restore the legacy stack jobs to write the correct ACLs in impacted datacenters. By 07:44, we began manually restoring critical ACLs. By

mitigated.

BigQuery

Cloud Data Catalog

Cloud Logging

Cloud Bigtable

Cloud Dataproc

Cloud Vertex Al

Cloud AI Platform

Cloud Dataflow

Cloud Composer

AppEngine Flexible

Cloud Networking

Cloud Armor

Cloud Console

Artifact Registry

Google Cloud Storage (GCS)

Persistent Disk (PD)

in several ways:

(All Times US/Pacific)

Incident Start: 20 May 2021 05:25

Incident End: 20 May 2021 16:10

Duration: 10 hours, 45 minutes

Affected Services and Features:

Persistent Disk - Lifecycle Operations

Cloud Armor - New configs

Cloud Bigtable - Data API

AppEngine Flexible - Deployments

Cloud Data Catalog, Cloud DLP

Regions/Zones: Multi-Region

Description:

Customer Impact:

europe-west2:

us-west2-a:

Multi-Region:

served 503 errors.

② 21 May 2021

20 May 2021

(!) 20 May 2021

(!) 20 May 2021

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× 20 May 2021

× 20 May 2021

× 20 May 2021

20 May 2021

× 20 May 2021

All times are US/Pacific

17:34 PDT

17:00 PDT

16:34 PDT

16:02 PDT

15:31 PDT

14:58 PDT

14:45 PDT

14:13 PDT

13:49 PDT

13:44 PDT

13:14 PDT

12:47 PDT

12:16 PDT

11:48 PDT

11:14 PDT

10:43 PDT

10:15 PDT

10:08 PDT

09:44 PDT

09:15 PDT

08:44 PDT

08:16 PDT

07:29 PDT

12:32 PDT

Dataproc - Cluster Creation and Deletion

Cloud Logs - Delays in exporting log data.

progress. Streaming Jobs experienced delays.

Cloud DLP - Some DLP worker tasks were down.

Cloud Armor - New Cloud Armor configs were delayed.

Google Cloud Networking - Load Balancers

Cloud SQL - Instance creation, gcloud sql connect

correcting the behavior of the system responsible for distributing ACLs.

BigQuery- Streaming and Query fully stuck primarily in europe-west2.

Cloud Bigtable - Data API experienced elevated latencies and error rates

Cloud AI Platform - Widespread backend errors in europe-west2.

Dataproc- Increased cluster creation and deletion latencies in europe-west2.

that did not initiate config changes during the outage period were not affected.

Cloud Console - Customers may have experienced errors while accessing some pages on the console.

Google Cloud Storage - Elevated 400 errors among which most are deadline exceeded errors.

Google Kubernetes Engine - Customers were unable to create new clusters for 2 hours.

We thank you for your patience while we're working on resolving the issue.

Summary: Issue with multiple Google Cloud infrastructure components.

Full resolution is expected to complete by Thursday, 2021-05-20 17:30 US/Pacific.

We will provide more information by Thursday, 2021-05-20 17:30 US/Pacific.

Summary: Issue with multiple Google Cloud infrastructure components.

We will provide more information by Thursday, 2021-05-20 17:00 US/Pacific.

Summary: Issue with multiple Google Cloud infrastructure components.

There could be some minor residual impacts pending to be resolved.

We will provide more information by Thursday, 2021-05-20 16:30 US/Pacific.

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There could be some minor residual impacts pending to be resolved.

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We will provide more information by Thursday, 2021-05-20 16:00 US/Pacific.

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The mitigation is expected to complete by Thursday, 2021-05-20 15:30 US/Pacific

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Summary: Issue with multiple Google Cloud infrastructure components.

Dataproc (europe-west2), Cloud Data Catalog (europe-west2), Cloud DLP (europe-west2)

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Dataproc (europe-west2), Cloud Data Catalog (europe-west2), Cloud DLP (europe-west2)

The mitigation is expected to complete by Thursday, 2021-05-20 14:00 US/Pacific

We will provide more information by Thursday, 2021-05-20 13:45 US/Pacific.

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We will provide more information by Thursday, 2021-05-20 09:45 US/Pacific.

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We will provide an update by Thursday, 2021-05-20 09:15 US/Pacific with current details.

We will provide an update by Thursday, 2021-05-20 08:45 US/Pacific with current details.

We will provide an update by Thursday, 2021-05-20 08:00 US/Pacific with current details.

Summary: We are experiencing elevated error rates and delayed operations

in Cloud admin operations. Control plane operations may fail or have degraded performance.

Currently known affected products: Spanner, Bigtable, IAM, Networking, GFE, Compute Engine, Big Query

recovered), Blobstore (mitigated), Colossus (mostly restored)

The mitigation is expected to complete by Thursday, 2021-05-20 14:00 US/Pacific

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The Full resolution is still expected to complete by Thursday, 2021-05-20 16:30 US/Pacific

Catalog have been partially resolved.

Workaround: None at this time.

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Workaround: None at this time.

Spanner services have been restored.

(europe-west2), Cloud DLP (europe-west2)

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(europe-west2), Cloud DLP (europe-west2)

Workaround: None at this time.

Spanner services have been restored.

Workaround: None at this time.

Dataproc, App Engine, Control Plane.

Workaround: None at this time.

multiple products.

Available (i) Service information (!) Service disruption (x) Service outage

services have apparently been removed.

Dataflow, Dataproc, App Engine, Control Plane.

Dataflow, Dataproc, App Engine, Control Plane.

Our engineering team continues to investigate the issue.

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Diagnosis: Increased error rates and delayed operations.

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Diagnosis: Increased error rates and delayed operations.

We do not have an ETA for mitigation at this point.

Colossus, Spanner

Spanner.

this time.

Spanner.

this time.

(europe-west2)

Spanner services, GCE APIs have been restored.

been mitigated.

been mitigated.

Artifact Registry - Errors for several HTTP-Maven/Docker and ScottyAgent requests for a little over 3 hours.

and observe latency in Cloud admin operations. Control plane operations may fail or have degraded performance.

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Dataflow (europe-west2), Cloud Composer, Dataproc (europe-west2), Cloud Data Catalog (europe-west2)

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Description: Permissions that allow services in the cloud to communicate to other cloud services have apparently been removed.

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Engineering team is currently obtaining confirmation on Cloud Composer and Dataproc service status post mitigation steps.

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Spanner services, GCE APIs, PD Lifecycle Operations, AppEngine Flexible Deployments, Cloud Logs, Cloud DLP have been restored.

Cloud Vertex AI - Service availability degraded for around 10 minutes in europe-west2

Cloud Data Catalog - Permission errors when reading from backend databases.

Cloud SQL - SQL operations like Instance creations, gcloud sql connect commands either failed or experienced delays.

Google Compute Engine - Some GCE APIs experienced degraded availability. Delays in VM creation and deletion operations.

Google Kubernetes Engine (GKE)

Identity and Access Management (IAM)

Enhancing safety checks of our underlying systems.

Mini Incident Report while full Incident Report is prepared

Google Compute Engine - VM creations and deletions

experienced service errors.

Cloud Data Loss Prevention (DLP)

Google Compute Engine (GCE)

2 Jun 2021

13:25 PDT

Cloud SQL

Detailed Description of Impact:

degrees of impact to downstream services as described in detail below:

jobs and 3% of failed requests for streaming inserts from 06:10 to 07:30 PT.

not yet been added to the ACL, would have been unable to connect.

15:09, most of the production fleet was mitigated and engineers continued to restore the remaining ACLs. At 16:10, the ACL issues across production were fully

We apologize for the length and severity of this incident. We are taking immediate steps to prevent a recurrence and improve reliability in the future.

On Thursday, May 20, 2021 from 05:25 to 16:10 US/Pacific, Google Cloud Infrastructure components experienced a service disruption which had varying

Experienced elevated error rates (30-40%) with permissions when reading backend databases in europe-west2 from 10:15 PT to 11:35 PT.

Experienced delayed logs in Google Cloud Storage (GCS) export pipeline in europe-west2 from 07:45 to 11:31 PT.

Data API experienced elevated latency and error rates up to 10% in europe-west2 from 06:30 to 09:33 PT.

Experienced service degradation in europe-west2 which caused 15% of API requests to fail from 06:57 to 10:28 PT.

Experienced elevated latency of 95% with cluster creation and deletion in europe-west2.

VM creation and deletion operations in us-west2-a from 06:50 to 11:48 PT.

command config changes during the incident were not affected.

New Cloud Armor configs were delayed globally from 05:35 to 09:15 PT.

west-1, and northamerica-northeast2. Existing Persistent Disk devices were not impacted.

• Improve regression testing for ACL components for error conditions.

Experienced up to 100% widespread backend error rates in europe-west2 from 06:15 to 12:40 PT.

Experienced elevated error rates running queries and streaming in europe-west2. Around 5% of projects in the region were impacted with 0.63% failed query

Experienced elevated error rates and latency on Admin APIs in the following regions from 06:51 to 09:44 PT: asia-south2, asia-southeast1, australia-southeast1,

responses to instance.insert later experienced downstream creation failures. Changes to instance configs (instances.update and instances.patch) had 96% and 87% error rates respectively. Existing instances had no significant connectivity impact. Customers using gcloud sql to connect from new IP addresses that had

europe-north1, europe-west2, europe-west4, europe-west6, northamerica-northeast1, southamerica-east1, us-central1, us-central2, us-east1, us-east4, uswest1 and europe-west1. Among most impacted operations, instance creation (instances.insert) had an error ratio of 69%. Additionally, 10% of successful

Experienced jobs stuck in a pending state; jobs were unable to be terminated or cancelled; jobs were unable to migrate backends which resulted in stuck

Some GCE APIs experienced degraded availability and elevated error rates up to 40% in europe-west2 and europe-west3. Customers also experienced delays in

Experienced deployment failures with timeouts or reporting success globally. Approximately 21% of affected projects experienced 503 errors after deploying a

Customer initiated control plane config changes related to load balancing products were delayed globally from 05:28 PT to 09:15 PT. Creation or changes to existing Network Load Balancers were delayed in europe-west2 (from 06:20 to 10:05 PT) and europe-west3 (from 07:19 to 10:05 PT). Customers who didn't

Experienced elevated error rates up to 100% while accessing some pages of the console. 2.82% of users were impacted globally from 07:03 to 10:00 PT.

Europe-west2: Checkpolicy <0.01% error rate (2-3 qps) from 6:02 to 11:33 PT Globalization Expand RPC served elevated latency everywhere from 6:47 to 10:02

Up to 40% of device creation operations failed in us-west2, while approximately 1% of snapshot operations were delayed or failed in us-central1, us-east1, us-

In addition to fixing the underlying cause, we will be implementing changes to prevent, reduce the impact of, and better communicate about this type of failure

BigQuery, Cloud Vertex AI, Cloud AI Platform, IAM, Cloud Console, Artifact Registry, Google Cloud Storage, Cloud Logs, Dataflow, Chemist, Cloud Composer,

Multiple Google Cloud Products experienced elevated latencies and/or errors due to an issue with Access Control Lists (ACLs) intermittently for a duration of 10

hours and 45 minutes. Preliminary analysis revealed the cause was related to an issue impacting how ACLs are propagated. The issue was mitigated by

Dataflow- Jobs were stuck in pending state. Customers were unable to cancel or terminate jobs. Jobs unable to migrate backends which resulted in stuck

Cloud Composer - Composer environment creation and update operations failed. Existing environments may have experienced service errors.

AppEngine Flexible - "major version" (the usual way to deploy, "not in place") deployments failed with timeouts or reporting success then the deployed version

Cloud Networking - Any customer initiated config change during the outage that is related to load balancing products were delayed over 3 hours. Customers

Persistent Disk - Lifecycle operations such as device creations, snapshot creations etc. experienced delays or failures. No impact to live Persistent Disk devices.

The issue with Google Cloud infrastructure components is believed to be affecting a very small number of projects and our Engineering Team is working on it.

Description: The issue with BigQuery, Cloud Networking, Cloud Armor, IAM, Spanner, Bigtable, Blobstore, Spanner services, GCE APIs, PD Lifecycle Operations, AppEngine Flexible Deployments, Cloud Logs, Cloud DLP, CMLE, Cloud SQL, Cloud Console, Artifact Registry, Dataflow, Cloud Composer, Dataproc, Cloud Data

Diagnosis: Specific Cloud console pages are currently inaccessible for some customers. Customers may experience issues with creating new backend services

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Description: Mitigation work is currently underway by our engineering team. BigQuery, Cloud Networking, Cloud Armor, IAM, Spanner, Bigtable, Blobstore,

Currently known affected products: CMLE (europe-west2), Cloud SQL (instance creations), Cloud Console, Artifact Registry (europe-west1, australia-southest1),

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Currently known affected products: GCE APIs (including VM creation and deletion in us-west2-a and slow VM deletion in europe-west2, europe-west3), PD

australia-southest1), Cloud Logs (GCS Exports in europe-west2), Dataflow (europe-west2), Cloud Composer, Dataproc (europe-west2), Cloud Data Catalog

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Diagnosis: Specific Cloud console pages are currently inaccessible for some customers. Customers may experience issues with creating new backend services

Description: Mitigation work is currently underway by our engineering team. BigQuery, Cloud Networking, Cloud Armor, IAM services have been restored.

Currently known affected products: GCE APIs (including VM creation), PD Lifecycle Operations, CMLE (europe-west2), Cloud SQL (instance creations), Cloud

Console, AppEngine Flexible Deployments, Artifact Registry, Cloud Logs Exports, Dataflow (europe-west2), Cloud Composer, Dataproc, Ads, Bigtable, Blobstore,

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creations), Cloud Console, AppEngine Flexible Deployments, Artifact Registry, Cloud Logs Exports, Dataflow (europe-west2), Ads, Bigtable, Blobstore, Colossus,

Diagnosis: Specific Cloud console pages are currently inaccessible for some customers. Customers may experience issues with creating new backend services

Description: Mitigation work is currently underway by our engineering team. IAM service has been recovered globally. Engineering team is currently working on rolling out the potential fix through the ACL manager and will confirm the results on completion. ETA for resolution for other affected services is unknown at

Currently known affected products: GCE APIs (including VM creation), PD Lifecycle Operations, Cloud Bigtable, CMLE (europe-west2), Cloud SQL (instance)

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Currently known affected products: Bigtable, Cloud networking, Ads, Persistent Disk, Blobstore, BigQuery, GCE APIs, Cloud Composer, Cloud Console, Dataflow,

Diagnosis: Specific Cloud console pages are currently inaccessible for some customers. Customers may experience issues with creating new backend services

Description: Mitigation work is currently underway by our engineering team. Permissions that allow services in the cloud to communicate to other cloud

Currently known affected products: Bigtable, Cloud networking, Ads, Persistent Disk, Blobstore, BigQuery, GCE APIs, Cloud Composer, IAM, Cloud Console,

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Currently known affected products: Bigtable, Cloud networking, Ads, Persistent Disk, Blobstore, BigQuery, GCE APIs, Cloud Composer, IAM, Cloud Console,

Diagnosis: Cloud console is currently inaccessible for all customers. Customers may experience issues with creating new backend services and observe latency

Description: We are experiencing an issue with Google Cloud infrastructure components. You will see elevated error rates and delayed operations across

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restored. Engineering team is currently obtaining confirmation on Cloud Composer and Dataproc service status post mitigation steps.

Currently known affected products: PD Lifecycle Operations, CMLE (europe-west2), Cloud SQL (instance creations), Cloud Console, AppEngine Flexible

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If you have guestions or are impacted, please open a case with the Support Team and we will work with you until this issue is resolved.

Experienced errors for several HTTP-Maven/Docker and ScottyAgent requests in europe-west1 and australia-southeast1 from 06:20 - 09:45 PT.

Experienced elevated "400" errors up to 95% which were mostly deadline exceeded errors for 3 hours in europe-west2 from 07:25 to 10:22 PT.

• Adding additional mechanisms that allow Google engineers to rapidly determine and fix the root cause of the service disruption.

Customers were unable to create new clusters for around 2 hours in europe-west2 and europe-west3 from 08:20 to 10:10 PT.

Experienced composer environment creation and update operation failures up to 80% globally from 06:08 to 11:07 PT. Existing environments may have

progress; and streaming jobs experienced delays in europe-west2. 35% of projects were impacted in the region from 06:06 to 12:37 PT.

Up to 75% of DLP worker tasks were down in europe-west2. 25% error rate averaged across all method types from 10:28 to 11:36 PT.

new version, and approximately 79% of affected projects experienced deployment deadline exceeded errors from 05:45 to 09:30 PT.