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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 BigQuery Incident #18036

Multiple failing BigQuery job types

Incident began at **2018-05-16 16:00** and ended at **2018-05-16 18:18** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✅ May 18, 2018	14:34	ISSUE SUMMARY On Wednesday 16 May 2018, Google BigQuery experienced failures of import, export and query jobs for a duration of 88 minutes over two time periods (55 minutes initially, and 33 minutes in the second, which was isolated to the EU). We sincerely apologize to all of our affected customers; this is not the level of reliability we aim to provide in our products. We will be issuing SLA credits to customers who were affected by this incident and we are taking immediate steps to prevent a future recurrence of these failures. DETAILED DESCRIPTION OF IMPACT On Wednesday 16 May 2018 from 16:00 to 16:55 and from to 17:45 to 18:18 PDT, Google BigQuery experienced a failure of some import, export and query jobs. During the first period of impact, there was a 15.26% job failure rate; during the second, which was isolated to the EU, there was a 2.23% error rate. Affected jobs would have failed with INTERNAL_ERROR as the reason. ROOT CAUSE Configuration changes being rolled out on the evening of the incident were not applied in the intended order. This resulted in an incomplete configuration change becoming live in some zones, subsequently triggering the failure of customer jobs. During the process of rolling back the configuration, another incorrect configuration change was inadvertently applied, causing the second batch of job failures. REMEDIATION AND PREVENTION Automated monitoring alerted engineering teams 15 minutes after the error threshold was met and were able to correlate the errors with the configuration change 3 minutes later. We feel that the configured alert delay is too long and have lowered it to 5 minutes in order to aid in quicker detection. During the rollback attempt, another bad configuration change was enqueued for automatic rollout and when unblocked, proceeded to roll out, triggering the second round of job failures. To prevent this from happening in the future, we are working to ensure that rollouts are automatically switched to manual mode when engineers are responding to production incidents. In addition, we're switching to a different configuration system which will ensure the consistency of configuration at all stages of the rollout.
❌ May 16, 2018	18:01	The issue with Google BigQuery has been resolved for all affected users as of 2018-05-16 17:06 US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to help prevent or minimize future recurrence. Short Summary
❌ May 16, 2018	17:17	We are rolling back a configuration change to mitigate this issue. We will provide another status update by Wednesday 2018-05-16 17:21 US/Pacific with current details.

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