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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 App Engine Incident #15021

App Engine increased 500 errors

Incident began at **2015-09-17 12:40** and ended at **2015-09-17 14:08** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✔ Sep 19, 2015	10:00	**SUMMARY:** On Thursday 17 September 2015, Google App Engine experienced increased latency and HTTP errors for 1 hour 28 minutes. We apologize to our customers who were affected by this issue. This is not the level of quality and reliability we strive to offer you, and we are taking immediate steps to prevent similar issues from occurring in future. DETAILED DESCRIPTION OF IMPACT: On Thursday 17 September 2015 from 12:40 to 14:08 PDT, <0.01% of applications using Google App Engine experienced elevated latencies, HTTP error rates, and failures for the memcache API. The Google Developers Console was also affected and experienced timeouts during the time. ROOT CAUSE: An unhealthy Managed VMs application triggered an excessive number of retries in the App Engine infrastructure in a single datacenter. App Engine's serving stack automatically detected the overload, and diverted the majority of traffic to an alternate datacenter. Memcache was unavailable for apps which were diverted in this manner; this increased latency for those apps. Latency was also increased by the need to create new instances to run those apps in the alternate datacenter. Traffic which was not diverted experienced errors due to the overload. REMEDIATION AND PREVENTION: At 12:47, Google engineers were automatically alerted to increasing latency, followed by elevated error rate, for App Engine, and started investigating the root cause of the issue. The incident was resolved at 14:08. Google engineers are rolling out a fix which curbs the excessive number of retries that caused this incident. Additionally, the team is implementing improved monitoring to reduce the time taken to detect and isolate problematic workloads.
✔ Sep 17, 2015	15:17	We are investigating reports of increased 500 errors with Google App Engine beginning at Thursday, 2015-09-17 12:40 US/Pacific. The issue has been resolved at 14:08 US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrence. We will provide a more detailed analysis of this incident once we have completed our internal investigation.

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