

Google Cloud Status Dashboard

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 Console

Cloud Shell Connectivity Issues in asia-southeast1 and an issue with the Pricing UI not loading for some billing accounts with a custom price model has been resolved.

Incident began at **2020-09-24 01:40** and ended at **2020-09-24 20:03** (all times are **US/Pacific**).

	DATE	TIME	DESCRIPTION
✔	Sep 24, 2020	20:03	The issue with Cloud Shell has been resolved for all affected users as of Thursday, 2020-09-24 18:30 US/Pacific. We thank you for your patience while we worked on resolving the issue.
ⓘ	Sep 24, 2020	19:17	Description: Cloud Shell Issue Description: We are experiencing an issue with Cloud Shell in asia-southeast1. It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. The investigation will take a few hours. Users might still encounter connectivity issues when starting new Cloud Shell sessions. We will provide an update by Thursday, 2020-09-24 23:30 US/Pacific with current details. Diagnosis: Cloud Shell Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Workaround: Cloud Shell Workaround: As a workaround you can use gcloud sdk on your local command line.
ⓘ	Sep 24, 2020	14:42	Description: Cloud Shell Issue Description: We are experiencing an issue with Cloud Shell in asia-southeast1. It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. The investigation will take a few hours. Users might still encounter connectivity issues when starting new Cloud Shell sessions. We will provide an update by Thursday, 2020-09-24 18:30 US/Pacific with current details. Diagnosis: Cloud Shell Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Workaround: Cloud Shell Workaround: As a workaround you can use gcloud sdk on your local command line.
ⓘ	Sep 24, 2020	13:51	Description: Cloud Shell Issue Description: We are experiencing an issue with Cloud Shell in asia-southeast1. It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. Users might still encounter connectivity issues when starting new Cloud Shell sessions. Cloud Console Billing UI Issue Description: Cloud Console is experiencing an issue with Pricing UI page not loading for some billing accounts associated with a custom price model globally. We are currently rolling back the code change that is responsible for this issue. We expect to complete this in the next hour. We will provide an update by Thursday, 2020-09-24 15:00 US/Pacific with current details. Diagnosis: Cloud Shell Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Cloud Console Billing UI Diagnosis: Affected customers' Billing UI page may not load properly. Workaround: Cloud Shell Workaround: As a workaround you can use gcloud sdk on your local command line. Cloud Billing UI Workaround: None at this time.
ⓘ	Sep 24, 2020	13:15	Description: Cloud Shell Issue Description: We are experiencing an issue with Cloud Shell in asia-southeast1. It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. Users might still encounter connectivity issues when starting new Cloud Shell sessions. Cloud Console Billing UI Issue Description: Additionally, Cloud Console is experiencing an issue with Pricing UI page not loading for some billing accounts associated with a custom price model globally. We will provide an update by Thursday, 2020-09-24 14:00 US/Pacific with current details. Diagnosis: Cloud Shell Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Cloud Console Billing UI Diagnosis: Affected customers' Billing UI page may not load properly. Workaround: Cloud Shell Workaround: As a workaround you can use gcloud sdk on your local command line. Cloud Billing UI Workaround: None at this time.
ⓘ	Sep 24, 2020	12:46	Cloud Shell Issue Description: We are experiencing an issue with Cloud Shell in asia-southeast1. It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. Users might still encounter connectivity issues when starting new Cloud Shell sessions. Cloud Console Billing UI Issue Description: Additionally, Cloud Console is experiencing an issue with Pricing UI page not loading for some billing accounts associated with a custom price model globally. We will provide an update by Thursday, 2020-09-24 14:00 US/Pacific with current details. Cloud Shell Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Cloud Console Billing UI Diagnosis: Affected customers' Billing UI page may not load properly. Cloud Shell Workaround: As a workaround you can use command line on your local machine. Cloud Billing UI Workaround: None at this time.
ⓘ	Sep 24, 2020	12:24	Description: We are experiencing an issue with Cloud Shell in asia-southeast1. It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. Users might still encounter connectivity issues when starting new Cloud Shell sessions. We will provide an update by Thursday, 2020-09-24 13:30 US/Pacific with current details. Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Workaround: As a workaround you can use command line on your local machine.
ⓘ	Sep 24, 2020	10:28	Description: It has been partially mitigated, but our engineering team has determined that further investigation is required to fully resolve the issue. Users might still encounter connectivity issues when starting new Cloud Shell sessions. We will provide an update by Thursday, 2020-09-24 12:30 US/Pacific with current details. Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or connectivity errors when attempting to create a new Cloud Shell instance. Workaround: As a workaround you can use command line on your local machine.
ⓘ	Sep 24, 2020	09:22	Description: A potential root cause has been identified, and we are working to have a mitigation rolled out. We will provide more information by Thursday, 2020-09-24 10:30 US/Pacific. Diagnosis: Error message "Cloud Shell is temporarily not available please try after some time", or errors when attempting to create a new Cloud Shell instance. Workaround: As a workaround you can use command line on your local machine.
ⓘ	Sep 24, 2020	06:51	Description: Mitigation work is still underway by our engineering team. We will provide more information by Thursday, 2020-09-24 09:26 US/Pacific. Diagnosis: Error message Cloud Shell is temporarily not available please try after some time Workaround: As a workaround you can use command line on your local machine
ⓘ	Sep 24, 2020	05:35	Description: Mitigation work is currently underway by our engineering team. We do not have an ETA for mitigation at this point. We will provide more information by Thursday, 2020-09-24 07:01 US/Pacific. Diagnosis: Error message Cloud Shell is temporarily not available please try after some time Workaround: As a workaround you can use command line on your local machine
ⓘ	Sep 24, 2020	01:50	Description: We are experiencing an issue with Cloud Shell in asia-southeast1 beginning at Wednesday, 2020-09-24 22:00:00 US/Pacific. Symptoms: error message Cloud Shell is temporarily not available please try after some time. Our engineering team continues to investigate the issue. We will provide an update by Thursday, 2020-09-24 06:00 US/Pacific with current details. Diagnosis: Error message Cloud Shell is temporarily not available please try after some time Workaround: As a workaround you can use command line on your local machine