

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 #17009

Issues connecting to Google Cloud SQL instances

Incident began at **2015-08-14 03:28** and ended at **2015-08-14 08:35** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✓ Aug 18, 2015	02:26	<p>SUMMARY:</p> <p>On Friday, 14 August 2015, Google Cloud SQL instances in the US Central region experienced intermittent connectivity issues over an interval of 6 hours 50 minutes. If your service or application was affected, we apologize — this is not the level of quality and reliability we strive to offer you, and we are taking immediate steps to improve the platform’s performance and availability.</p> <p>DETAILED DESCRIPTION OF IMPACT:</p> <p>On Friday, 14 August 2015 from 03:24 to 10:16 PDT, some attempts to connect to Google Cloud SQL instances in the US Central region failed. Approximately 12% of all active Cloud SQL instances experienced a denied connection attempt.</p> <p>ROOT CAUSE:</p> <p>On Wednesday, 12 August 2015, a standard rollout was performed for Google Cloud SQL which introduced a memory leak in the serving component. Before the rollout, an unrelated periodic maintenance activity necessitated disabling some automated alerts, and these were not enabled again once maintenance was complete. As a result, Google engineers were not alerted to high resource usage until Cloud SQL serving tasks began exceeding resource limits and rejecting more incoming connections.</p> <p>REMEDIATION AND PREVENTION:</p> <p>At 07:47, Google engineers were alerted to high reported error rates and began allocating more resources for Cloud SQL serving tasks, which provided an initial reduction in error rates. Finally, a restart of running Cloud SQL serving tasks eliminated remaining connectivity issues by 10:16.</p> <p>To prevent the issue from recurring, we are implementing mitigation and monitoring changes as a result of this incident, which include rolling back the problematic update, making the Cloud SQL serving component more resilient to high resource usage, and improving monitoring procedures to reduce the time taken to detect and isolate similar problems.</p>
✓ Aug 14, 2015	09:12	<p>We experienced intermittent connectivity issues with Google Cloud SQL beginning at Friday, 2015-08-14 03:28 US/Pacific. The issue should be resolved for all affected projects as of 08:35 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.</p>

All times are US/Pacific

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