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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 #15020

Google App Engine Search API errors and latency

Incident began at **2015-08-12 11:05** and ended at **2015-08-12 11:46** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✅ Aug 13, 2015	16:30	SUMMARY:
		On Wednesday, 12 August 2015, the Search API for Google App Engine experienced increased latency and errors for 40 minutes. We apologize for this incident and the effect it had on applications using the Search API. We strive for excellent performance and uptime, so we will take appropriate actions right away to improve the Search API's availability.
		If you believe your paid application experienced an SLA violation as a result of this incident, please contact us at: https://support.google.com/cloud/answer/3420056
		DETAILED DESCRIPTION OF IMPACT:
		On Wednesday, 12 August 2015 from 11:05am to 11:45am PDT, the Search API service experienced an increase in latency and error rate. 8.7% of applications using the Search API received a 7.5% error rate with messages like: "Timeout: Failed to complete request in NNNNms"
		ROOT CAUSE:
		A set of queries sent to a Google-owned service running on App Engine caused the Search API service to fail.
		REMEDIATION AND PREVENTION:
		At 10:28, Google engineers were automatically alerted to increasing latency in the Search API backend, but at this point, customers were not impacted. At 11:05, the increasing latency started causing Search API timeouts. Once the cause of the latency increase was discovered, the relevant user was isolated from other customers, ending the incident at 11:45.
		The Search API team is implementing mitigation and monitoring changes as a result of this incident, which include changes to the API backend to isolate the impact of similar issues and improved monitoring to reduce the time taken to detect and isolate problematic workloads for the Search API.
✅ Aug 12, 2015	12:50	The issue with App Engine Search API should be resolved for all affected apps as of 11:46 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.
✅ Aug 12, 2015	12:12	The issue with App Engine Search API Timeouts should be resolved as of 12:00 US/Pacific. Our internal investigation is in progress and at this point cannot be certain that the issue cannot re-occur. We will post a further update by 13:00 as we work towards declaring the incident fully over.
✅ Aug 12, 2015	12:00	We are experiencing an issue with App Engine Search API requests timing out beginning at Wednesday, 2015-08-12 11:05 US/Pacific. You may see requests timing out or returning successfully with increased latency.
		For everyone who is affected, we apologize for any inconvenience you may be experiencing. We will provide an update by 13:00 US/Pacific with current details.
✅ Aug 12, 2015	11:48	We are investigating reports of an issue with Google App Engine Datastore. We will provide more information by 12:00 US/Pacific.

All times are US/Pacific

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