February 09, 2018 **All services available**

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 Compute Engine Incident #17003

New VMs are experiencing connectivity issues

Incident began at **2017-01-30 10:54** and ended at **2017-01-30 12:50** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✅ Feb 08, 2017	18:30	ISSUE SUMMARY On Monday 30 January 2017, newly created Google Compute Engine instances, Cloud VPNs and network load balancers were unavailable for a duration of 2 hours 8 minutes. We understand how important the flexibility to launch new resources and scale up GCE is for our users and apologize for this incident. In particular, we apologize for the wide scope of this issue and are taking steps to address the scope and duration of this incident as well as the root cause itself. DETAILED DESCRIPTION OF IMPACT Any GCE instances, Cloud VPN tunnels or GCE network load balancers created or live migrated on Monday 30 January 2017 between 10:36 and 12:42 PDT were unavailable via their public IP addresses until the end of that period. This also prevented outbound traffic from affected instances and load balancing health checks from succeeding. Previously created VPN tunnels, load balancers and instances that did not experience a live migration were unaffected. ROOT CAUSE All inbound networking for GCE instances, load balancers and VPN tunnels enter via shared layer 2 load balancers. These load balancers are configured with changes to IP addresses for these resources, then automatically tested in a canary deployment, before changes are globally propagated. The issue was triggered by a large set of updates which were applied to a rarely used load balancing configuration. The application of updates to this configuration exposed an inefficient code path which resulted in the canary timing out. From this point all changes of public addressing were queued behind these changes that could not proceed past the testing phase. REMEDIATION AND PREVENTION To resolve the issue, Google engineers restarted the jobs responsible for programming changes to the network load balancers. After restarting, the problematic changes were processed in a batch, which no longer reached the inefficient code path. From this point updates could be processed and normal traffic resumed. This fix was applied zone by zone between 11:36 and 12:42. To prevent this issue from reoccurring in the short term, Google engineers are increasing the canary timeout so that updates exercising the inefficient code path merely slow network changes rather than completely stop them. As a long term resolution, the inefficient code path is being improved, and new tests are being written to test behaviour on a wider range of configurations. Google engineers had already begun work to replace global propagation of address configuration with decentralized routing. This work is being accelerated as it will prevent issues with this layer having global impact. Google engineers are also creating additional metrics and alerting that will allow the nature of this issue to be identified sooner, which will lead to faster resolution.
✅ Jan 30, 2017	12:56	We have fully mitigated the network connectivity issues for newly-created GCE instances as of 12:45 US/Pacific, with VPNs connectivity issues being fully mitigated at 12:50 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.
❌ Jan 30, 2017	12:40	The issue with newly-created GCE instances experiencing network connectivity problems should have been mitigated for all GCE regions except europe-west1, which is currently clearing. Newly-created VPNs are additionally affected; we are still working on a mitigation for this. We will provide another status update by 13:10 US/Pacific with current details.
❌ Jan 30, 2017	12:07	The issue with newly-created GCE instances experiencing network connectivity problems should have been mitigated for the majority of GCE regions and we expect a full resolution in the near future. We will provide another status update by 12:40 US/Pacific with current details.
❌ Jan 30, 2017	11:40	We are experiencing a connectivity issue affecting newly-created VMs, as well as those undergoing live migrations beginning at Monday, 2017-01-30 10:54 US/Pacific. Mitigation work is currently underway. All zones should be coming back online in the next 15-20 minutes. For everyone who is affected, we apologize for any inconvenience you may be experiencing. We will provide another update at 12:10 PST.
❌ Jan 30, 2017	11:13	We are investigating an issue with newly-created VMs not having network connectivity. This also affects VMs undergoing live migrations. We will provide more information by 11:45 US/Pacific.

All times are US/Pacific   Send Feedback