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 #15055

Google Cloud Compute difficulty reaching internet

Incident began at **2015-08-04 08:57** and ended at **2015-08-04 09:05** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✅ Aug 05, 2015	12:47	SUMMARY: On Tuesday 4 August 2015, incoming network traffic to Google Compute Engine (GCE) was interrupted for 5 minutes. We are sorry for any impact this had on our customers' services. We have identified the cause of the incident and we are taking steps to avoid this class of problems in future. DETAILED DESCRIPTION OF IMPACT: On Tuesday 4 August 2015 from 08:56 to 09:01 PDT, all incoming network packets from the Internet to GCE public IP addresses were dropped. The incident affected network load balancers and Google Cloud VPNs as well as the external IP addresses of GCE instances. Whilst packets from GCE to the Internet were not affected, the loss of return traffic prevented the correct operation of TCP connections. There was no effect on instance-to-instance traffic using GCE internal IP addresses. ROOT CAUSE: GCE's external network connectivity is provided by a Google core networking component that supports many of Google's public services. A software deployment for this system introduced a bug which failed to handle a specific property of the configuration for GCE IP addresses. This led to the removal of all inward-bound routes for GCE. REMEDIATION AND PREVENTION: The impact on GCE networking triggered immediate alerts, and Google engineers restored service by rolling back the software deployment. To avoid regression of the specific issue, Google engineers will extend testing frameworks to include the GCE configuration property that triggered the bug. To increase our defence in depth against related issues in future, Google engineers will also implement a number of technical and procedural measures, including: increased engineer review of configuration changes, automatic sanity-checks on route deployment changes, and protection of IP ranges associated with GCE.
✅ Aug 04, 2015	09:33	The issue with Google Compute Engine instances experiencing difficulty reaching the internet between 8:57 to 9:05 US/Pacific is now resolved. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrences. We will provide a more detailed analysis of this incident once we have completed our internal investigation.

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