

Google Cloud Status Dashboard

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Google BigQuery Incident #18012

Errors Accessing the Big Query UI and API

Incident began at **2015-11-29 07:30** and ended at **2015-11-29 08:30** (all times are **US/Pacific**).

	DATE	TIME	DESCRIPTION
✔	Dec 01, 2015	12:53	<div><div>SUMMARY:</div><p>On Sunday 29th of November 2015, for an aggregate of 33 minutes occurring between 7:31am and 8:24am PST, 11% of all requests to the BigQuery API experienced errors. 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 have taken and are taking immediate steps to improve the platform’s performance and availability.</p><div>DETAILED DESCRIPTION OF IMPACT:</div><p>On Sunday 29th of November 2015, between 7:31am and 7:41am, 7% of BigQuery API requests were redirected (HTTP 302) to a CAPTCHA service. The issue reoccurred between 8:01am and 8:24am PST, affecting 22% of requests. As the CAPTCHA service is intended to verify that the requester is human, any automated requests that were redirected failed.</p><div>ROOT CAUSE:</div><p>The BigQuery API is designed to provide fair service to all users during intervals of unusually-high traffic. During this event, a surge in traffic to the API caused traffic verification and fairness systems to activate, causing a fraction of requests to be redirected to the CAPTCHA service.</p><div>REMEDIATION AND PREVENTION:</div><p>While investigating the source of the increased traffic, Google engineers assessed that BigQuery’s service capacity was sufficient to handle the additional queries without putting existing queries at risk. The engineers instructed BigQuery to allow the additional queries without verification, ending the incident.</p><p>To prevent future recurrences of this problem, Google engineers will change BigQuery’s traffic threshold policy to an adaptive mechanism appropriate for automated requests, which provides intelligent traffic control and isolation for individual users.</p></div>
✔	Nov 29, 2015	09:32	<div><div>We experienced an intermittent issue with Big Query for requests to the UI or API beginning at Sunday, 2016-11-29 07:30 US/Pacific.</div><div>Current data indicates that approximately 25% of requests are affected by this issue.</div><div>This issue should have been resolved for all affected users as of 08:30 US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrence.</div></div>

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