

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 BigQuery Incident #18026

BigQuery streaming inserts issue

Incident began at **2017-03-13 10:37** and ended at **2017-03-13 11:06** (all times are **US/Pacific**).

	DATE	TIME	DESCRIPTION
✓	Mar 15, 2017	15:55	<div>ISSUE SUMMARY</div> <p>On Monday 13 March 2017, the BigQuery streaming API experienced 91% error rate in the US and 63% error rate in the EU for a duration of 30 minutes. We apologize for the impact of this issue on our customers, and the widespread nature of the issue in particular. We have completed a post mortem of the incident and are making changes to mitigate and prevent recurrences.</p> <div>DETAILED DESCRIPTION OF IMPACT</div> <p>On Monday 13 March 2017 from 10:22 to 10:52 PDT 91% of streaming API requests to US BigQuery datasets and 63% of streaming API requests to EU BigQuery datasets failed with error code 503 and an HTML message indicating "We're sorry... but your computer or network may be sending automated queries. To protect our users, we can't process your request right now."</p> <p>All non-streaming API requests, including DDL requests and query, load extract and copy jobs were unaffected.</p> <div>ROOT CAUSE</div> <p>The trigger for this incident was a sudden increase in log entries being streamed from Stackdriver Logging to BigQuery by logs export. The denial of service (DoS) protection used by BigQuery responded to this by rejecting excess streaming API traffic. However the configuration of the DoS protection did not adequately segregate traffic streams resulting in normal sources of BigQuery streaming API requests being rejected.</p> <div>REMEDIATION AND PREVENTION</div> <p>Google engineers initially mitigated the issue by blocking the source of unexpected load. This prevented the overload and allowed all other traffic to resume normally. Engineers fully resolved the issue by identifying and reverting the change that triggered the increase in log entries and clearing the backlog of log entries that had grown.</p> <p>To prevent future occurrences, BigQuery engineers are updating configuration to increase isolation between different traffic sources. Tests are also being added to verify behavior under several new load scenarios.</p>
✓	Mar 13, 2017	11:45	<p>The issue with BigQuery streaming inserts has been resolved for all affected projects as of 11:06 AM US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrence.</p>
✓	Mar 13, 2017	11:18	<p>We are investigating an issue with BigQuery streaming inserts. We will provide more information by 11:45 AM US/Pacific.</p>

All times are US/Pacific

[Send Feedback](#)

