

Google Cloud Status Dashboard

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Google Cloud SQL Incident #17017

Cloud SQL connectivity issue in Europe-West1

Incident began at **2017-08-15 17:20** and ended at **2017-08-15 20:55** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✓ Aug 29, 2017	13:00	<div>ISSUE SUMMARY</div> <p>On Tuesday 15 August 2017, Google Cloud SQL experienced issues in the europe-west1 zones for a duration of 3 hours and 35 minutes. During this time, new connections from Google App Engine (GAE) or Cloud SQL Proxy would timeout and return an error. In addition, Cloud SQL connections with ephemeral certs that had been open for more than one hour timed out and returned an error. We apologize to our customers whose projects were affected – we are taking immediate action to improve the platform’s performance and availability.</p> <div>DETAILED DESCRIPTION OF IMPACT</div> <p>On Tuesday 15 August 2017 from 17:20 to 20:55 PDT, 43.1% of Cloud SQL instances located in europe-west1 were unable to be managed with the Google Cloud SQL Admin API to create or make changes. Customers who connected from GAE or used the Cloud SQL Proxy (which includes most connections from Google Container Engine) were denied new connections to their database.</p> <div>ROOT CAUSE</div> <p>The issue surfaced through a combination of a spike in error rates internal to the Cloud SQL service and a lack of available resources in the Cloud SQL control plane for europe-west1.</p> <p>By way of background, the Cloud SQL system uses a database to store metadata for customer instances. This metadata is used for validating new connections. Validation will fail if the load on the database is heavy.</p> <p>In this case, Cloud SQL’s automatic retry logic overloaded the control plane and consumed all the available Cloud SQL control plane processing in europe-west1. This in turn made the Cloud SQL Proxy and front end client server pairing reject connections when ACLs and certificate information stored in the Cloud SQL control plane could not be accessed.</p> <div>REMEDIATION AND PREVENTION</div> <p>Google engineers were paged at 17:20 when automated monitoring detected an increase in control plane errors. Initial troubleshooting steps did not sufficiently isolate the issue and reduce the database load. Engineers then disabled non-critical control plane services for Cloud SQL to shed load and allow the service to catch up. They then began a rollback to the previous configuration to bring back the system to a healthy state.</p> <p>This issue has raised technical issues which hinder our intended level of service and reliability for the Cloud SQL service. We have begun a thorough investigation of similar potential failure patterns in order to avoid this type of service disruption in the future. We are adding additional monitoring to quickly detect metadata database timeouts which caused the control plane outage. We are also working to make the Cloud SQL control plane services more resilient to metadata database latency by making the service not directly call the database for connection validation.</p> <p>We realize this event may have impacted your organization and we apologize for this disruption. Thank you again for your business with Google Cloud SQL.</p>
✓ Aug 15, 2017	21:26	<p>The issue with Cloud SQL connectivity affecting connections from App Engine and connections using the Cloud SQL Proxy in europe-west1 has been resolved for all affected projects as of 20:55 US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to help prevent or minimize future recurrence. We will provide a more detailed analysis of this incident once we have completed our internal investigation.</p>
✗ Aug 15, 2017	20:35	<p>We are continuing to experience an issue with Cloud SQL connectivity, affecting only connections from App Engine and connections using the Cloud SQL Proxy, beginning at Tuesday, 2017-08-15 17:20 US/Pacific. Current investigation indicates that instances running in Europe-West1 are affected by this issue. Engineering is currently working on mitigating the situation. We will provide an update by 22:00 US/Pacific with current details.</p>
✗ Aug 15, 2017	19:35	<p>We are continuing to experience an issue with Cloud SQL connectivity beginning at Tuesday, 2017-08-15 17:20 US/Pacific. Current investigation indicates that instances running in Europe-West1 are affected by this issue. Engineering is currently working on mitigating the situation. We will provide an update by 20:30 US/Pacific with current details.</p>
✗ Aug 15, 2017	18:56	<p>We are experiencing an issue with Cloud SQL connectivity beginning at Tuesday, 2017-08-15 17:20 US/Pacific. Current investigation indicates that instances running in Europe-West1 are affected by this issue. For everyone who is affected, we apologize for any inconvenience you may be experiencing. We will provide an update by 19:30 US/Pacific with current details.</p>

All times are US/Pacific

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