

Google Cloud Status Dashboard

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Google Cloud SQL Incident #17010

Issues with Cloud SQL First Generation instances

Incident began at **2016-05-17 04:15** and ended at **2016-05-17 08:37** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
<div>✓</div> May 20, 2016	11:09	<div>SUMMARY:</div> <p>On Tuesday 17 May 2016, connections to Cloud SQL instances in the Central United States region experienced an elevated error rate for 130 minutes.</p> <p>We apologize to customers who were affected by this incident. We know that reliability is critical for you and we are committed to learning from incidents in order to improve the future reliability of our service.</p> <div>DETAILED DESCRIPTION OF IMPACT:</div> <p>On Tuesday 17 May 2016 from 04:15 to 06:12 and from 08:24 to 08:37 PDT, connections to Cloud SQL instances in the us-central1 region experienced an elevated error rate. The average rate of connection errors to instances in this region was 10.5% during the first part of the incident and 1.9% during the second part of the incident. 51% of in-use Cloud SQL instances in the affected region were impacted during the first part of the incident; 4.2% of in-use instances were impacted during the second part. Cloud SQL Second Generation instances were not impacted.</p> <div>ROOT CAUSE:</div> <p>Clients connect to a Cloud SQL frontend service that forwards the connection to the correct MySQL database server. The frontend calls a separate service to start up a new Cloud SQL instance if a connection arrives for an instance that is not running.</p> <p>This incident was triggered by a Cloud SQL instance that could not successfully start. The incoming connection requests for this instance resulted in a large number of calls to the start up service. This caused increased memory usage of the frontend service as start up requests backed up. The frontend service eventually failed under load and dropped some connection requests due to this memory pressure.</p> <div>REMEDIATION AND PREVENTION:</div> <p>Google received its first customer report at 04:39 PDT and we tried to remediate the problem by redirecting new connections to different datacenters. This effort proved unsuccessful as the start up capacity was used up there also. At 06:12 PDT, we fixed the issue by blocking all incoming connections to the misbehaving Cloud SQL instance. At 08:24 PDT, we moved this instance to a separate pool of servers and restarted it. However, the separate pool of servers did not provide sufficient isolation for the service that starts up instances, causing the incident to recur. We shutdown the instance at 08:37 PDT which resolved the incident.</p> <p>To prevent incidents of this type in the future, we will ensure that a single Cloud SQL instance cannot use up all the capacity of the start up service.</p> <p>In addition, we will improve our monitoring in order to detect this type of issue more quickly.</p> <p>We apologize for the inconvenience this issue caused our customers.</p>
<div>⚠</div> May 17, 2016	06:28	<p>The issue with Cloud SQL should have been resolved for all affected Cloud SQL instances as of 06:20 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.</p>
<div>⚠</div> May 17, 2016	06:05	<p>The issue is confirmed to be confined to a subset of Cloud SQL First Generation instances. We have started to apply mitigation measures. We will provide next update by 07:00 US/Pacific.</p>
<div>⚠</div> May 17, 2016	05:52	<p>We are currently experiencing an issue with Cloud SQL that affects Cloud SQL First Generation instances, and applications depending on them.</p>

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