

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 Cloud Networking Incident #19005

Google Cloud Networking issue with Cloud Routers in us-east4

Incident began at **2019-03-06 23:37** and ended at **2019-03-07 08:14** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✓ Mar 12, 2019	13:43	<div><h3>ISSUE SUMMARY</h3><p>On Wednesday 6 March 2019, Google Cloud Router and Cloud Interconnect experienced a service disruption in the us-east4 region for a duration of 8 hours and 34 minutes. Cloud VPN configurations with dynamic routes via Cloud Router were impacted during this time. We apologize to our customers who were impacted by this outage.</p><h3>DETAILED DESCRIPTION OF IMPACT</h3><p>On Wednesday 6 March 2019 from 20:17 to Thursday 7 March 04:51 US/Pacific, Cloud Router and Cloud Interconnect experienced a service disruption in us-east4. Customers utilizing us-east4 were unable to advertise routes to their Google Compute Engine (GCE) instances or learn routes from GCE.</p><p>Cloud VPN traffic with dynamic routes over Cloud Router and Cloud Interconnect in us-east4 was impacted by this service disruption. Cloud VPN traffic over pre-configured static routes was unaffected and continued to function without disruption during this time.</p><h3>ROOT CAUSE</h3><p>The Cloud Router control plane service assigns Cloud Router tasks to individual customers and creates routes between those tasks and customer VPCs. Individual Cloud Router tasks establish external BGP sessions and propagate routes to and from the control plane service.</p><p>A disruption occurred during the rollout of a new version of the control plane service in us-east4. This required the control plane to restart from a “cold” state requiring it to validate all assignments of the Cloud Router tasks. The control plane service did not successfully initialize and it was unable to assign individual Cloud Router tasks in order to propagate routes between those tasks and customer VPCs. Cloud Router tasks became temporarily disassociated with customers and BGP sessions were terminated. As a result, Cloud VPN and Cloud Interconnect configurations that were dependent on Cloud Router in us-east4 were unavailable during this time.</p><h3>REMEDIATION AND PREVENTION</h3><p>Google engineers were automatically alerted at 20:30 PST on 6 March 2019 and immediately began an investigation. A fix for the control plane service was tested, integrated, and rolled out on 7 March 2019 at 04:33 US/Pacific. The control plane service fully recovered by 05:16 US/Pacific.</p><p>We are taking immediate steps to prevent recurrence. The issue that prevented the control plane from restarting has been resolved. In order to ensure faster incident detection, we are improving control plane service testing, the instrumentation of Cloud Router tasks, and the control plane service instrumentation.</p></div>
✓ Mar 07, 2019	08:14	The issue with Google Cloud Routers in us-east4 has been resolved for all affected projects as of Thursday, 2019-03-07 7:55 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.
⚠ Mar 07, 2019	06:27	Our Engineering Team believes they have identified the root cause of the errors and provided mitigation. The issue with Cloud Routers in us-east4 should be resolved for majority of our customers as of Thursday, 2019-03-07 06:08 US/Pacific. And we expect a full resolution in the near future. We will provide another status update by Thursday, 2019-03-07 09:00 US/Pacific with current details.
⚠ Mar 07, 2019	05:08	Our Engineering Team believes they have identified the root cause of the errors and provided mitigation. The issue with Cloud Routers in us-east4 should be resolved for majority of our customers as of Thursday, 2019-03-07 05:00 US/Pacific. And we expect a full resolution in the near future. We will provide another status update by Thursday, 2019-03-07 06:30 US/Pacific with current details.
⚠ Mar 07, 2019	04:31	We are experiencing an issue with Google Cloud Networking beginning at Wednesday, 2019-03-06 21:15 US/Pacific. Current investigation indicates that approximately 100% of Cloud Router in us-east4 region are affected by this issue. Users will experience BGP sessions down on all of their Cloud Router enabled VPN tunnels and Cloud Interconnect VLAN Attachments in us-east4 region. Further us-east4 subnets might be not redistributed to other regions as part of VPC Global routing mode, thus making this region unreachable over Interconnect. As a workaround customers can setup a Cloud VPN without Cloud Router between us-east4 and their on-premise network. Cloud Console might be timing out for getting Cloud Router related status information, please use gcloud instead. Other regions are not affected. The engineering team is investigating the issue and we will provide another status update by Thursday, 2019-03-07 05:30 US/Pacific with current details.
⚠ Mar 07, 2019	03:31	We are experiencing an issue with Google Cloud Networking beginning at Wednesday, 2019-03-06 21:15 US/Pacific. Current investigation indicates that approximately 100% of Cloud Router in us-east4 region are affected by this issue. Users will experience BGP sessions down on all of their Cloud Router enabled VPN tunnels and Cloud Interconnect links in us-east4 region. Further us-east4 subnets might be not redistributed to other regions as part of VPC Global routing mode, thus making this region unreachable over Interconnect. As a workaround customers can setup a Cloud VPN without Cloud Router between us-east4 and their on-premise network. Other regions are not affected. The engineering team is investigating the issue and we will provide another status update by Thursday, 2019-03-07 04:30 US/Pacific with current details.
⚠ Mar 07, 2019	02:31	We are experiencing an issue with Google Cloud Networking beginning at Wednesday, 2019-03-06 21:15 US/Pacific. Current investigation indicates that approximately 100% of Cloud Router in us-east4 region are affected by this issue. Users will experience BGP sessions down on all of their Cloud Router enabled VPN tunnels and Cloud Interconnect links in us-east4 region. Other regions are not affected. The engineering team is investigating the issue and we will provide another status update by Thursday, 2019-03-07 03:30 US/Pacific with current details.
⚠ Mar 07, 2019	00:40	We are experiencing an issue with Google Cloud Networking beginning at Wednesday, 2019-03-06 21:15 US/Pacific. Current investigation indicates that approximately 100% of Cloud Router users in us-east4 region are affected by this issue. Users will experience BGP sessions down on all of their Cloud Router enabled VPN tunnels and Cloud Interconnect links in us-east4 region. Other regions are not affected. We will provide another status update by Thursday, 2019-03-07 02:30 US/Pacific with current details.
⚠ Mar 06, 2019	23:42	We are experiencing an issue with Google Cloud Networking beginning at Wednesday, 2019-03-06 21:15 US/Pacific. Current investigation indicates that approximately 100% of Cloud Router users in us-east4 region are affected by this issue. Users will experience BGP sessions down on all of their Cloud Router enabled VPN tunnels and Cloud Interconnect links in us-east4 region. Other regions are not affected. We will provide another status update by Thursday, 2019-03-07 00:40 US/Pacific with current details
⚠ Mar 06, 2019	23:37	We are still seeing errors on the services responsible for the Cloud Router BGP issue in us-east4 region. Our Engineering team is still working on the mitigation at the moment. We will provide another status update by Thursday, 2019-03-07 00:40 US/Pacific with current details.
⚠ Mar 06, 2019	23:37	We've received a report of an issue with Google Cloud Networking

