July 08, 2020 All services available

Google Cloud Status Dashboard

Google Cloud Status Dashboard > Incidents > Operations

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.

We've received a report of issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS, Stackdriver Logging and Monitoring, Compute

Incident began at 2019-09-24 12:46 and ended at 2019-09-24 20:00 (all times are US/Pacific).

DATE

ISSUE SUMMARY

DESCRIPTION

On Tuesday 24 September, 2019, the following Google Cloud Platform services were partially impacted by an overload condition in an internal publish/subscribe messaging system which is a dependency of these products: App Engine, Compute Engine, Kubernetes Engine, Cloud Build, Cloud Composer, Cloud Dataflow, Cloud Dataproc, Cloud Firestore, Cloud Functions, Cloud DNS, Cloud Run, and Stackdriver Logging & Monitoring. Impact was limited to administrative operations for a number of these products, with existing workloads and instances not affected in most cases.

We apologize to those customers whose services were impacted during this incident; we are taking immediate steps to improve the platform's performance and availability.

DETAILED DESCRIPTION OF IMPACT On Tuesday 24 September, 2019 from 12:46 to 20:00 US/Pacific, Google Cloud Platform experienced a partial disruption to multiple services with their respective impacts detailed below:

App Engine Google App Engine (GAE) create, update, and delete admin operations failed globally from 12:57 to 18:21 for a duration of 5

unaffected. **Compute Engine** Google Compute Engine (GCE) instances failed to start in us-central1-a from 13:11 to 14:32 for a duration of 1 hour and 21

hours and 24 minutes. Affected customers may have seen error messages like "APP_ERROR". Existing GAE workloads were

minutes, and GCE Internal DNS in us-central1, us-east1, and us-east4 experienced delays for newly created hostnames to become resolvable. Existing GCE instances and hostnames were unaffected.

Kubernetes Engine Google Kubernetes Engine (GKE) experienced delayed resource metadata and inaccurate Stackdriver Monitoring for cluster

metrics globally. Additionally, cluster creation operations failed in us-central1-a from 3:11 to 14:32 for a duration of 1 hour and 21 minutes due to its dependency on GCE instance creation. Most existing GKE clusters were unaffected by the GCE instance

Stackdriver Logging & Monitoring Stackdriver Logging experienced delays of up to two hours for logging events generated globally. Exports were delayed by up to 3 hours and 30 minutes. Some user requests to write logs in us-central1 failed. Some logs-based metric monitoring charts

Cloud Functions Cloud Functions deployments failed globally from 12:57 to 18:21 and experienced peak error rates of 13% in us-east1 and 80% in

us-central1 from 19:12 to 19:57 for a combined duration of 6 hours and 15 minutes. Existing Cloud Function deployments were unaffected.

Cloud Composer Cloud Composer environment creations failed globally from 13:25 to 18:05 for a duration of 4 hours and 40 minutes. Existing

Cloud Dataflow

Cloud Dataflow workers failed to start in us-central1-a from 13:11 to 14:32 for a duration of 1 hour and 21 minutes due to its dependency on Google Compute Engine instance creation. Affected jobs saw error messages like "Startup of the worker pool in zone us-central1-a failed to bring up any of the desired X workers. INTERNAL_ERROR: Internal error. Please try again or contact

dependency on Google Compute Engine instance creation. All other Cloud Dataproc regions and zones were unaffected. **Cloud DNS**

Cloud Firestore Cloud Firestore API was unable to be enabled (if not previously enabled) globally from 13:36 to 17:50 for a duration of 4 hours and 14 minutes.

Cloud Run new deployments failed in the us-central1 region from 12:48 to 16:35 for a duration of 3 hours and 53 minutes. Existing Cloud Run workloads, and deployments in other regions were unaffected.

defense-in-depth, clients of the key-value store are designed to continue working from existing, cached data when it is unavailable; unfortunately, an issue in a large number of clients caused them to fail and attempt to resynchronize state. The smaller number of key-value store replicas were unable to sustain the load of clients synchronizing state, causing those replicas to fail. The continued failures moved load around the available replicas of the key-value store, resulting in a degraded state of

REMEDIATION AND PREVENTION Google engineers were automatically alerted to the incident at 12:56 US/Pacific and immediately began their investigation. As the situation began to show signs of cascading failures, the scope of the incident quickly became apparent and our specialized incident response team joined the investigation at 13:58 to address the problem. The early hours of the investigation were spent organizing, developing, and trialing various mitigation strategies. At 15:59 a potential root cause was identified and a configuration change submitted which increased the client synchronization delay allowed by the system, allowing clients to successfully complete their requests without timing out and reducing the overall load on the system. By 17:24, the change had

In order to reduce the risk of recurrence, Google engineers configured the system to limit the number of tasks coordinating

publishers and subscribers, which is a driver of load on the key-value store. The initial rollout of the constraint was faulty, and caused a more limited recurrence of problems at 19:00. This was quickly spotted and completely mitigated by 20:00, resolving

fully propagated and the degraded components had returned to nominal performance.

the future. Finally, we will be improving our communication tooling to more effectively communicate multi-product outages and disruptions. NOTE REGARDING CLOUD STATUS DASHBOARD COMMUNICATION Incident communication was centralized on a single product - in this case Stackdriver - in order to provide a central location for customers to follow for updates. We realize this may have created the incorrect impression that Stackdriver was the root cause. We apologize for the miscommunication and will make changes to ensure that we communicate more clearly in the future.

If you believe your paid application experienced an SLA violation as a result of this incident, please submit the SLA credit request: https://support.google.com/cloud/contact/cloud_platform_sla A full list of all Google Cloud Platform Service Level Agreements can be found at: https://cloud.google.com/terms/sla/. Affected Services: Google Compute Engine, Google Kubernetes Engine, Google App Engine, Cloud DNS, Cloud Run, Cloud Build, Cloud Composer, Cloud Firestore, Cloud Functions, Cloud Dataflow, Cloud Dataproc, Stackdriver Logging.

Affected Features: Various resource operations, Environment creation, Log event ingestion.

once we have completed our internal investigation.

complete their requests and reduce overall load on the system.

(preliminary) Root cause: We rolled out a release of a key/value store component to an internal Google system which triggered a shift in load causing an out of memory (OOM) crash loop on these instances. The control plane was unable to automatically coordinate the increased load by publisher and subscriber clients, which resulted in degraded state of the interconnected components.

Mitigation: Risk of recurrence has been mitigated by a configuration change that enabled control plane clients to successfully

A Note on Cloud Status Dashboard Communication: Incident communication was centralized on a single product - in this case

Stackdriver Monitoring were the root cause for this incident. We realize this may have caused some confusion about the root

cause of the issue. We apologize for the miscommunication and will make changes to ensure that we communicate more clearly

Stackdriver - in order to provide a central location for customers to follow for updates. Neither Stackdriver Logging nor

Issue Summary: Google Cloud Platform experienced a disruption to multiple services in us-central1, us-east1, and us-east4, while

a few services were affected globally. Impact lasted for 7 hours, 6 minutes. We will publish a complete analysis of this incident

The issue with multiple Cloud products has been resolved for all affected projects as of Tuesday, 2019-09-24 21:31 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.

have had positive impact, and some services have reported full recovery. Full recovery of all services is ongoing as our systems are processing significant backlogs. Services that have recovered include Compute Engine Internal DNS, App Engine, Cloud Run, Cloud Functions, Cloud Firestore, Cloud Composer, Cloud Build, Cloud Dataflow, Google Kubernetes Engine resource metadata and Stackdriver Monitoring metrics for clusters. Cloud DNS has also recovered but we are still monitoring to ensure the issue does not reoccur. Stackdriver Logging has also recovered for the majority of projects. We will provide another status update by Tuesday, 2019-09-24 22:00 US/Pacific with current details.

Description: We are investigating issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS,

Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, Cloud Composer, Cloud Firestore,

Cloud Dataflow and Cloud Dataproc starting around Tuesday, 2019-09-24 13:00 US/Pacific. We have done some mitigations that

have had positive impact, and some services have reported full recovery. Full recovery of all services is ongoing as our systems

are processing significant backlogs. Services that have recovered include Compute Engine Internal DNS, App Engine, Cloud Run, Cloud Functions, Cloud Firestore, Cloud Composer, Cloud Build, Cloud Dataflow, Google Kubernetes Engine resource metadata

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Cloud Dataflow and Cloud Dataproc starting around Tuesday, 2019-09-24 13:00 US/Pacific. We have done some mitigations that

Tuesday, 2019-09-24 20:45 US/Pacific with current details. Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. Workaround: None at this time. Description: We are investigating issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS, Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, Cloud Composer, Cloud Firestore, Cloud Dataflow and Cloud Dataproc starting around Tuesday, 2019-09-24 13:00 US/Pacific. We have done some mitigations that have had positive impact, and some services have reported full recovery. Full recovery of all services is ongoing as our systems are processing significant backlogs. Services that have recovered include Compute Engine Internal DNS, App Engine, Cloud Run, Cloud Functions, Cloud Firestore, Cloud Composer, Cloud Build and Cloud Dataflow. Cloud DNS has also recovered but we are

still monitoring to ensure the issue does not reoccur. Stackdriver Logging has also recovered for the majority of projects. We will

Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-

24 12:53 US/Pacific. Cloud DNS users in us-central1 are experiencing a longer than usual delay for newly created or updated

Private DNS records to become resolvable. Google Kubernetes Engine resource metadata may be delayed and Stackdriver

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have had positive impact, and some services have reported full recovery. Full recovery of all services is ongoing as our systems

provide another status update by Tuesday, 2019-09-24 20:00 US/Pacific with current details.

Monitoring metrics for clusters may be inaccurate during this time.

App triggers fail. Cloud Composer environment creations are failing.

Workaround: None at this time.

Workaround: None at this time.

current details.

details.

Workaround: None at this time.

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are processing significant backlogs. Services that have recovered include Compute Engine Internal DNS, App Engine, Cloud Run, Cloud Functions, Cloud Firestore and Cloud Composer. Cloud DNS has also recovered but we are still monitoring to ensure the issue does not reoccur. Stackdriver Logging has also recovered for the majority of projects. We will provide another status update by Tuesday, 2019-09-24 19:30 US/Pacific with current details. Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. Cloud DNS users in us-central1 are experiencing a longer than usual delay for newly created or updated Private DNS records to become resolvable. Google Kubernetes Engine resource metadata may be delayed and Stackdriver

Monitoring metrics for clusters may be inaccurate during this time. Cloud Build users may see Github status updates for GitHub

Description: We are investigating issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS,

Cloud Functions and Cloud Firestore. We will provide another status update by Tuesday, 2019-09-24 18:45 US/Pacific with

Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, Cloud Composer, Cloud Firestore,

Cloud Dataflow and Cloud Dataproc starting around Tuesday, 2019-09-24 13:00 US/Pacific. We have done some mitigations that

have had positive impact, and some services have reported full recovery. Full recovery of all services is ongoing as our systems are processing significant backlogs. Services that have recovered include Compute Engine Internal DNS, App Engine, Cloud Run,

Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. Cloud DNS users in us-central1 are experiencing a longer than usual delay for newly created or updated Private DNS records to become resolvable. Google Kubernetes Engine resource metadata may be delayed and Stackdriver Monitoring metrics for clusters may be inaccurate during this time. Cloud Build users may see Github status updates for GitHub App triggers fail. Cloud Composer environment creations are failing. Workaround: None at this time. Description: We are investigating issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS, Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, Cloud Composer, and Cloud Firestore starting around Tuesday, 2019-09-24 13:00 US/Pacific. Mitigation work is still underway by our Engineering Team, and some

services are starting to see recovery. We will provide another status update by Tuesday, 2019-09-24 18:00 US/Pacific with current

Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-

Kubernetes Engine resource metadata may be delayed and Stackdriver Monitoring metrics for clusters may be inaccurate during

24 12:53 US/Pacific. Compute Engine Internal DNS users in us-central1, us-east1, and us-east4 are experiencing a longer than

usual delay for newly created VMs to become resolvable. Cloud DNS users in us-central1, us-east1, and us-east4 are

existing projects are failing to enable Cloud Firestore if it is not already enabled.

existing projects are failing to enable Cloud Firestore if it is not already enabled.

another status update by Tuesday, 2019-09-24 16:45 US/Pacific with current details.

experiencing a longer than usual delay for newly created or updated Private DNS records to become resolvable. Google

this time. Google Compute Engine instances are failing to start in us-central1-a. New Google App Engine deployments and

updates to existing deployments may fail. Cloud Run deployments are failing for new deployments in us-central1. Cloud Build users may see Github status updates for GitHub App triggers fail. Cloud Composer environment creations are failing. New and

starting around Tuesday, 2019-09-24 13:00 US/Pacific. Mitigation work is still underway by our Engineering Team. We will provide another status update by Tuesday, 2019-09-24 17:30 US/Pacific with current details. Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. Compute Engine Internal DNS users in us-central1, us-east1, and us-east4 are experiencing a longer than usual delay for newly created VMs to become resolvable. Cloud DNS users in us-central1, us-east1, and us-east4 are experiencing a longer than usual delay for newly created or updated Private DNS records to become resolvable. Google Kubernetes Engine resource metadata may be delayed and Stackdriver Monitoring metrics for clusters may be inaccurate during this time. Google Compute Engine instances are failing to start in us-central1-a. New Google App Engine deployments and updates to existing deployments may fail. Cloud Run deployments are failing for new deployments in us-central1. Cloud Build

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Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, Cloud Composer, and Cloud Firestore

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Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, and Cloud Composer starting around

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usual delay for newly created VMs to become resolvable. Cloud DNS users in us-central1, us-east1, and us-east4 are

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this time. Google Compute Engine instances are failing to start in us-central1-a. New Google App Engine deployments and

updates to existing deployments may fail. Cloud Run deployments are failing for new deployments in us-central1. Cloud Build

users may see Github status updates for GitHub App triggers fail. Cloud Composer environment creations are failing. Workaround: None at this time. Description: We are investigating issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS, Stackdriver Logging and Monitoring, Compute Engine, App Engine, Cloud Run, Cloud Build, and Cloud Composer starting around Tuesday, 2019-09-24 13:00 US/Pacific. We will provide another status update by Tuesday, 2019-09-24 15:30 US/Pacific with current details. Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. Compute Engine Internal DNS users in us-central1, us-east1, and us-east4 are experiencing a longer than usual delay for newly created VMs to become resolvable. Cloud DNS users in us-central1, us-east1, and us-east4 are

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users may see Github status updates for GitHub App triggers fail. Cloud Composer environment creations are failing.

updates to existing deployments may fail. Cloud Run deployments are failing for new deployments in us-central1. Cloud Build

Description: We are investigating issues with multiple Cloud products including GCE DNS, Stackdriver Logging and Monitoring,

Compute Engine, App Engine, and Cloud Run starting around Tuesday, 2019-09-24 13:00 US/Pacific. We will provide another

Kubernetes Engine resource metadata may be delayed and Stackdriver Monitoring metrics for clusters may be inaccurate during

Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. GCE DNS users in us-central1, us-east1, and us-east4 are experiencing a longer than normal delay for newly created records to become resolvable. Google Kubernetes Engine resource metadata may be delayed and Stackdriver Monitoring metrics for clusters may be inaccurate during this time. Google Compute Engine instances are failing to start in uscentral1-a. New Google App Engine deployments and updates to existing deployments may fail. Cloud Run deployments are failing for new deployments in us-central1.

status update by Tuesday, 2019-09-24 15:00 US/Pacific with current details.

Compute Engine, and Cloud Run and App Engine starting around Tuesday, 2019-09-24 13:00 US/Pacific. We will provide another status update by Tuesday, 2019-09-24 15:00 US/Pacific with current details. Diagnosis: The Stackdriver Logging service is experiencing a delay on logging events generated globally after Tuesday, 2019-09-24 12:53 US/Pacific. GCE DNS users in us-central1 are experiencing a longer than normal delays for newly created records to become resolvable. Google Kubernetes Engine resource metadata may be delayed and Stackdriver Monitoring metrics for clusters may be inaccurate during this time. Google Compute Engine instances are failing to start in us-central1-a. Cloud Run deployments are failing for new deployments in us-central1.

Workaround: None at this time. We will be processing the backlog as soon as we can.

Operations Incident #19007

Engine, App Engine, Cloud Run, Cloud Build,...

Sep 27, 2019

TIME 15:38

creation failures, except for clusters in us-central1-a that were may have been unable to repair nodes or scale a node pool.

displayed lower counts, and queries to Stackdriver Logging briefly experienced a period of 50% error rates. The impact to Stackdriver Logging & Monitoring took place from 12:54 to 18:45 for a total duration of 5 hours and 51 minutes. **Cloud Build** Cloud Build failed to update build status for GitHub App triggers from 12:54 to 16:00 for a duration of 3 hours and 6 minutes.

Cloud Composer clusters were unaffected.

Google Support. (Code: '-473021768383484163')". All other Cloud Dataflow regions and zones were unaffected. Cloud Dataproc Cloud Dataproc cluster creations failed in us-central1-a from 13:11 to 14:32 for a duration of 1 hour and 21 minutes due to its

Cloud DNS in us-central1, us-east1, and us-east4 experienced delays for newly created or updated Private DNS records to become resolvable from 12:46 to 19:51 for a duration of 7 hours and 5 minutes. **Cloud Run**

ROOT CAUSE Google runs an internal publish/subscribe messaging system, which many services use to propagate state for control plane operations. That system is built using a replicated, high-availability key-value store, holding information about current lists of publishers, subscribers and topics, which all clients of the system need access to. The outage was triggered when a routine software rollout of the key-value store in a single region restarted one of its tasks. Soon after, a network partition isolated other tasks, transferring load to a small number of replicas of the key-value store. As a

the interconnected components. The failure of the key-value store, combined with the issue in the key-value store client, meant that publishers and subscribers in the impacted region were unable to correctly send and receive messages, causing the documented impact on dependent services.

We would like to apologize for the length and severity of this incident. We have taken immediate steps to prevent recurrence of this incident and improve reliability in the future. In order to reduce the chance of a similar class of errors from occurring we are taking the following actions. We will revise provisioning of the key-value store to ensure that it is sufficiently resourced to handle sudden failover, and fix the issue in the key-value store client so that it continues to work from cached data, as designed, when the key-value store fails. We will also shard the data to reduce the scope of potential impact when the key-value store fails. Furthermore, we will be implementing automatic horizontal scaling of key-value store tasks to enable faster time to mitigation in **SLA CREDITS**

the incident.

17:26

Sep 25, 2019

Sep 24, 2019 21:32 Sep 24, 2019 20:43

in the future.

Diagnosis:

Workaround: None at this time.

20:11

19:30

Sep 24, 2019

Sep 24, 2019

Sep 24, 2019 19:02

18:20

Sep 24, 2019 17:24

16:19

Description: We are investigating issues with multiple Cloud products including Compute Engine Internal DNS, Cloud DNS, 15:28 status update by Tuesday, 2019-09-24 16:30 US/Pacific with current details.

14:51

All times are US/Pacific

Sep 24, 2019

14:25

Sep 24, 2019

Sep 24, 2019

14:04

16:02

13:30

US/Pacific. We will provide another status update by Tuesday, 2019-09-24 15:00 US/Pacific with current details.

Workaround: None at this time. Description: We are investigating issues with multiple Cloud products including GCE DNS, Stackdriver Logging and Monitoring,

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Workaround: None at this time. Description: The Stackdriver Logging service is experiencing a delay on logging events generated after Tuesday, 2019-09-24 12:53 Diagnosis: Log entries after Tuesday, 2019-09-24 12:53 US/Pacific will see a delay in propagating to the Stackdriver console