

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 #18030

Streaming API errors

Incident began at **2017-06-28 18:00** and ended at **2017-06-28 19:17** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✔ Jul 10, 2017	23:02	<div>ISSUE SUMMARY</div> <p>On Wednesday 28 June 2017, streaming data into Google BigQuery experienced elevated error rates for a period of 57 minutes. We apologize to all users whose data ingestion pipelines were affected by this issue. We understand the importance of reliability for a process as crucial as data ingestion and are taking committed actions to prevent a similar recurrence in the future.</p> <div>DETAILED DESCRIPTION OF IMPACT</div> <p>On Wednesday 28 June 2017 from 18:00 to 18:20 and from 18:40 to 19:17 US/Pacific time, BigQuery's streaming insert service returned an increased error rate to clients for all projects. The proportion varied from time to time, but failures peaked at 43% of streaming requests returning HTTP response code 500 or 503. Data streamed into BigQuery from clients that experienced errors without retry logic were not saved into target tables during this period of time.</p> <div>ROOT CAUSE</div> <p>Streaming requests are routed to different datacenters for processing based on the table ID of the destination table. A sudden increase in traffic to the BigQuery streaming service combined with diminished capacity in a datacenter resulted in that datacenter returning a significant amount of errors for tables whose IDs landed in that datacenter. Other datacenters processing streaming data into BigQuery were unaffected.</p> <div>REMEDIATION AND PREVENTION</div> <p>Google engineers were notified of the event at 18:20, and immediately started to investigate the issue. The first set of errors had subsided, but starting at 18:40 error rates increased again. At 19:17 Google engineers redirected traffic away from the affected datacenter. The table IDs in the affected datacenter were redistributed to remaining, healthy streaming servers and error rates began to subside.</p> <p>To prevent the issue from recurring, Google engineers are improving the load balancing configuration, so that spikes in streaming traffic can be more equitably distributed amongst the available streaming servers. Additionally, engineers are adding further monitoring as well as tuning existing monitoring to decrease the time it takes to alert engineers of issues with the streaming service. Finally, Google engineers are evaluating rate-limiting strategies for the backend to prevent them from becoming overloaded.</p>
✔ Jun 28, 2017	20:00	<p>The issue with BigQuery Streaming insert has been resolved for all affected users as of 19:17 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.</p> <p>We will provide a more detailed analysis of this incident once we have completed our internal investigation.</p>
✔ Jun 28, 2017	19:38	<p>Our Engineering Team believes they have identified the root cause of the errors and have mitigated the issue by 19:17 US/Pacific. We will provide another status update by 20:30 US/Pacific.</p>
✖ Jun 28, 2017	19:15	<p>We are investigating an issue with BigQuery Streaming insert. We will provide more information by 19:35 US/Pacific.</p>

All times are US/Pacific

[Send Feedback](#)

