

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 Compute Engine Incident #16002

Connectivity issue in asia-east1

Incident began at **2016-02-03 00:40** and ended at **2016-02-03 02:09** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✔ Feb 04, 2016	10:33	<div>SUMMARY:</div> <p>On Wednesday 3 February 2016, one third of network connections from external sources to Google Compute Engine instances and network load balancers in the asia-east1 region experienced high rates of network packet loss for 89 minutes. We sincerely apologize to customers who were affected. We have taken and are taking immediate steps to improve the platform’s performance and availability.</p> <div>DETAILED DESCRIPTION OF IMPACT:</div> <p>On Wednesday 3 February 2016, from 00:40 PST to 02:09 PST, one third of network connections from external sources to Google Compute Engine instances and network load balancers in the asia-east1 region experienced high rates of network packet loss. Traffic between instances within the region was not affected.</p> <div>ROOT CAUSE:</div> <p>Google Compute Engine maintains a pool of systems that encapsulate incoming packets and forward them to the appropriate instance. During a regular system update, a master failover triggered a latent configuration error in two internal packet processing servers. This configuration rendered the affected packet forwarders unable to properly encapsulate external packets destined to instances.</p> <div>REMEDIATION AND PREVENTION:</div> <p>Google's monitoring system detected the problem within two minutes of the configuration change. Additional alerts issued by the monitoring system for the asia-east1 region negatively affected total time required to root cause and resolve the issue. At 02:09 PST, Google engineers applied a temporary configuration change to divert incoming network traffic away from the affected packet encapsulation systems and fully restore network connectivity. In parallel, the incorrect configuration has been rectified and pushed to the affected systems.</p> <p>To prevent this issue from recurring, we will change the way packet processor configurations are propagated and audited, to ensure that incorrect configurations are detected while their servers are still on standby.In addition, we will make improvements to our monitoring to make it easier for engineers to quickly diagnose and pinpoint the impact of such problems.</p>
✔ Feb 03, 2016	02:37	<p>The issue with Google Compute Engine instances experiencing packet loss in the asia-east1 region should have been resolved for all affected instances as of 02:11 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>
✔ Feb 03, 2016	02:28	<p>We are still investigating the issue with Google Compute Engine instances experiencing packet loss in the asia-east1 region. Current data indicates that up to 33% of instances in the region are experiencing up to 10% packet loss when communicating with external resources. We will provide another status update by 03:00 US/Pacific with current details.</p>
⚠ Feb 03, 2016	01:59	<p>We are experiencing an issue with Google Compute Engine seeing packet loss in asia-east1 beginning at Wednesday, 2016-02-03 00:40 US/Pacific.</p> <p>Instances of affected customers may experience packet loss.</p> <p>For everyone who is affected, we apologize for any inconvenience you may be experiencing. We will provide an update by 02:30 US/Pacific with current details.</p>
⚠ Feb 03, 2016	01:46	<p>We are investigating reports of an issue with Google Compute Engine. We will provide more information by 02:00 US/Pacific.</p>

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