Google Cloud Platform

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 Console Incident #16005

Issue with Developers Console

Incident began at **2016-06-09 21:09** and ended at **2016-06-09 22:25** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✅ Jul 06, 2016	04:11	SUMMARY: On Thursday 9 June 2016, the Google Cloud Console was unavailable for a duration of 91 minutes, with significant performance degradation in the preceding half hour. Although this did not affect user resources running on the Google Cloud Platform, we appreciate that many of our customers rely on the Cloud Console to manage those resources, and we apologize to everyone who was affected by the incident. This report is to explain to our customers what went wrong, and what we are doing to make sure that it does not happen again. DETAILED DESCRIPTION OF IMPACT: On Thursday 9 June 2016 from 20:52 to 22:23 PDT, the Google Cloud Console was unavailable. Users who attempted to connect to the Cloud Console observed high latency and HTTP server errors. Many users also observed increasing latency and error rates during the half hour before the incident. Google Cloud Platform resources were unaffected by the incident and continued to run normally. All Cloud Platform resource management APIs remained available, allowing Cloud Platform resources to be managed via the Google Cloud SDK or other tools. ROOT CAUSE: The Google Cloud Console runs on Google App Engine, where it uses internal functionality that is not used by customer applications. Google App Engine version 1.9.39 introduced a bug in one internal function which affected Google Cloud Console instances, but not customer-owned applications, and thus escaped detection during testing and during initial rollout. Once enough instances of Google Cloud Console had been switched to 1.9.39, the console was unavailable and internal monitoring alerted the engineering team, who restored service by starting additional Google Cloud Console instances on 1.9.38. During the entire incident, customer-owned applications were not affected and continued to operate normally. To prevent a future recurrence, Google engineers are augmenting the testing and rollout monitoring to detect low error rates on internal functionality, complementing the existing monitoring for customer applications. REMEDIATION AND PREVENTION: When the issue was provisionally identified as a specific interaction between Google App Engine version 1.9.39 and the Cloud Console, App Engine engineers brought up capacity running the previous App Engine version and transferred the Cloud Console to it, restoring service at 22:23 PDT. The low-level bug that triggered the error has been identified and fixed. Google engineers are increasing the fidelity of the rollout monitoring framework to detect error signatures that suggest negative interactions of individual apps with a new App Engine release, even the signatures are invisible in global App Engine performance statistics. We apologize again for the inconvenience this issue caused our customers.
✅ Jun 09, 2016	22:38	The issue with Developers Console should have been resolved for all affected users as of 22:25 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.
❌ Jun 09, 2016	21:56	We are experiencing an issue with Developers Console beginning at Thursday, 2016-06-09 21:09 US/Pacific. Current data indicates that all users are affected by this issue. The gcloud command line tool can be used as a workaround for those who need to manage their resources immediately. For everyone who is affected, we apologize for any inconvenience you may be experiencing. We will provide an update by 22:30 US/Pacific with current details.
❌ Jun 09, 2016	21:29	We are investigating an issue with Developers Console. We will provide more information by 21:40 US/Pacific.

All times are US/Pacific

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